



**MDOT** MARYLAND DEPARTMENT OF TRANSPORTATION

# ***EXCELLERATOR***

## BIANNUAL REPORT

2021 - QUARTER 1



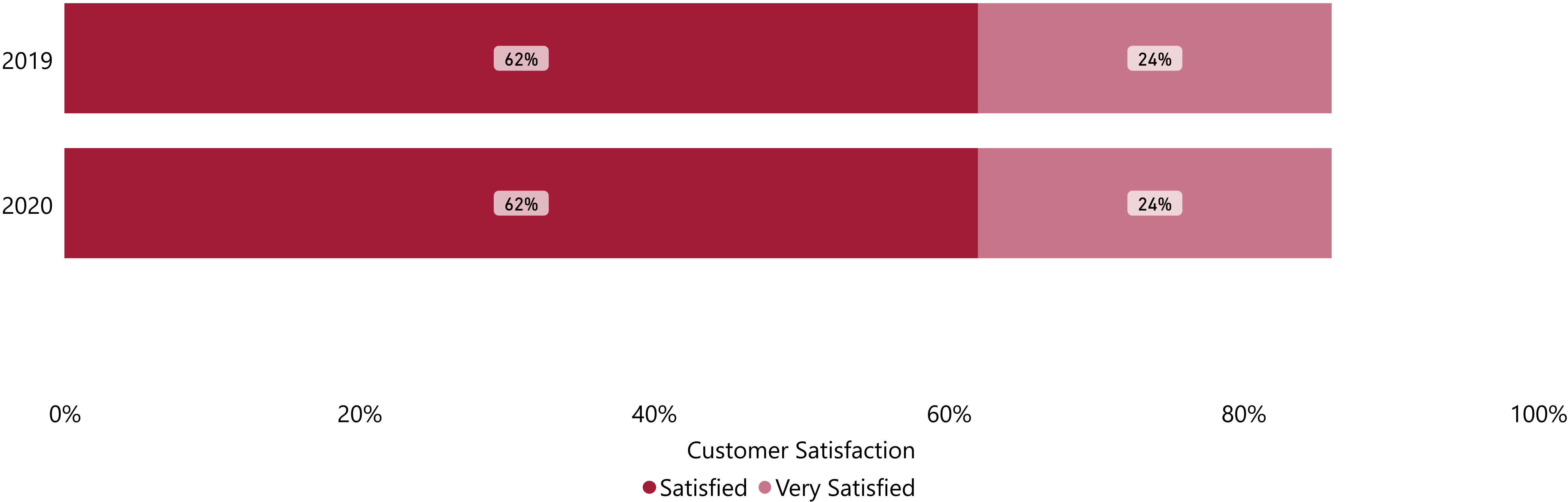
TANGIBLE RESULT #1

**PROVIDE EXCEPTIONAL  
CUSTOMER SERVICE**

TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.1: Percent of Overall Customer Satisfaction

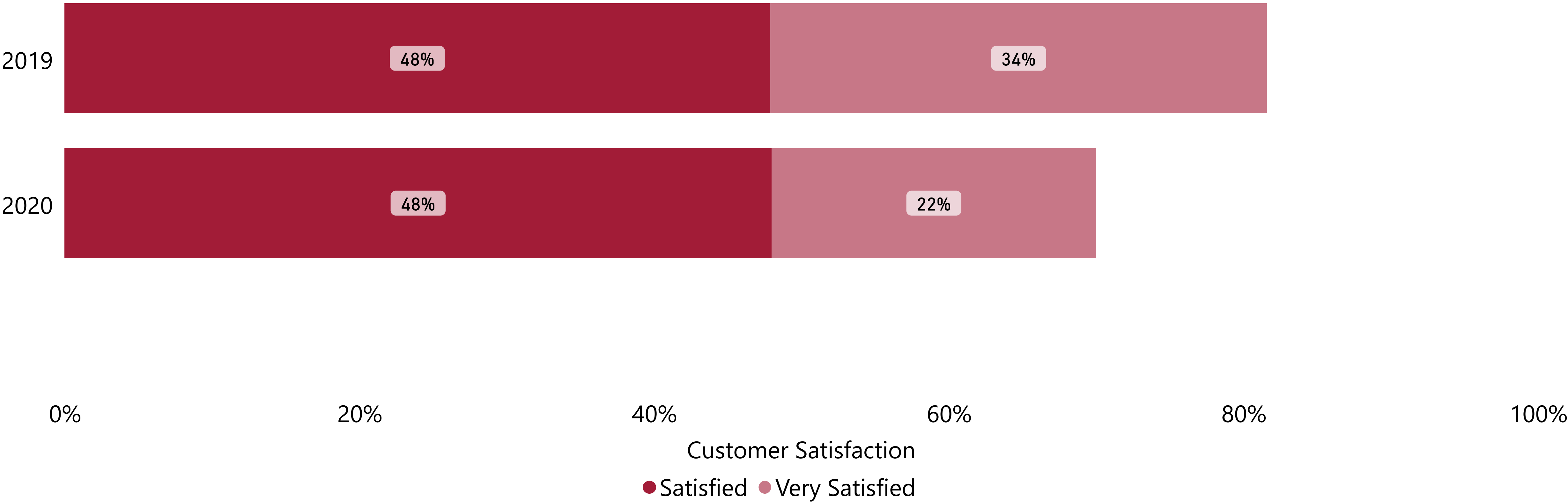
Chart 1.1.1: Overall MDOT Customer Satisfaction Rating



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.1: Percent of Overall Customer Satisfaction

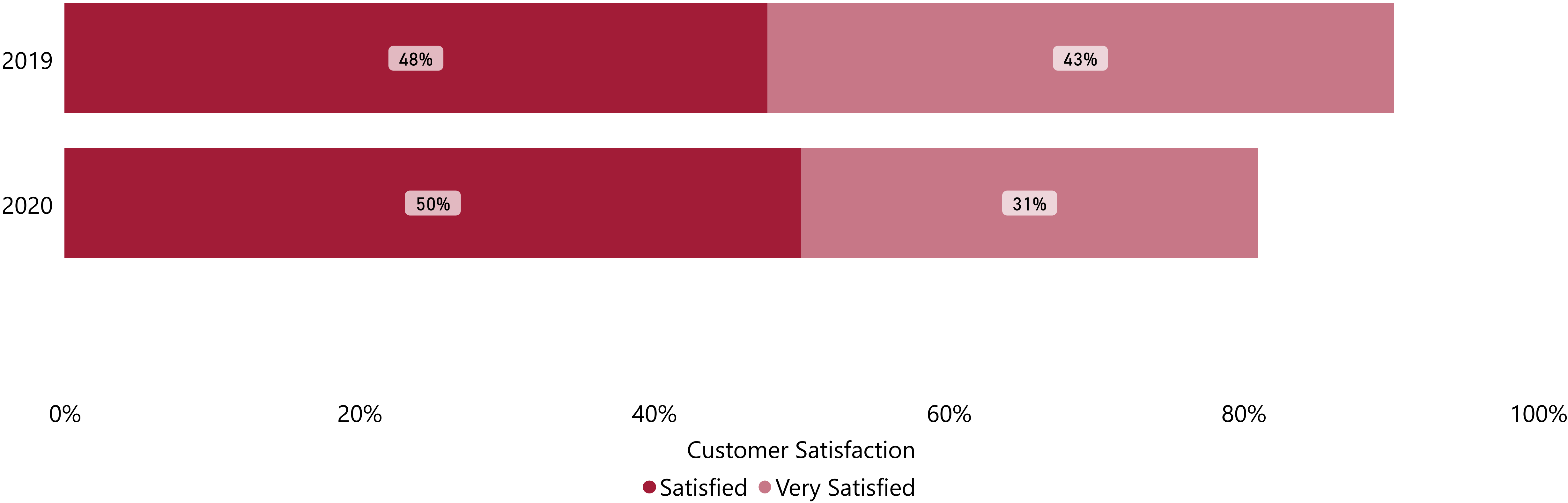
Chart 1.1.2: Overall Customer Satisfaction with Phone Contact MDOT-Wide



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.1: Percent of Overall Customer Satisfaction

Chart 1.1.3: Overall Customer Satisfaction with Online Services MDOT-Wide

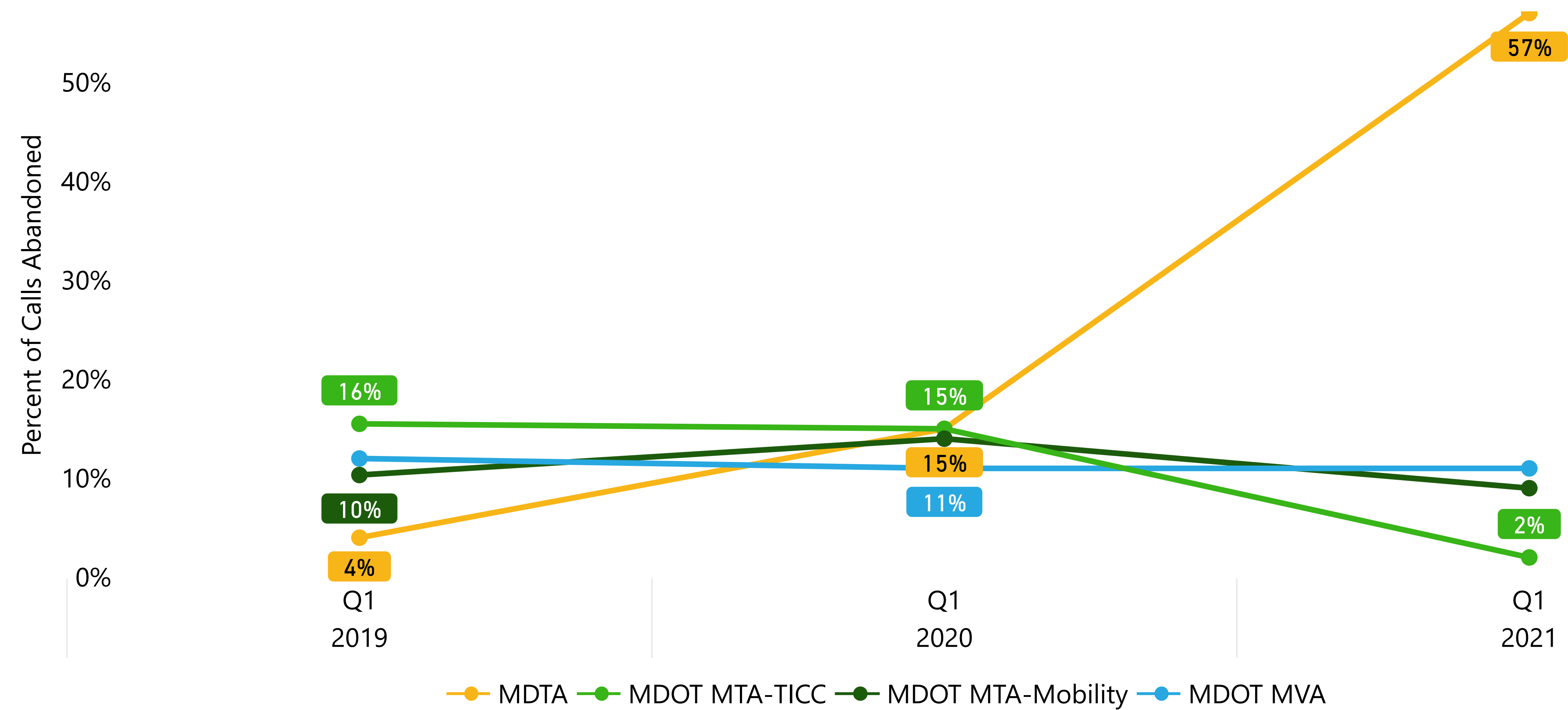




TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

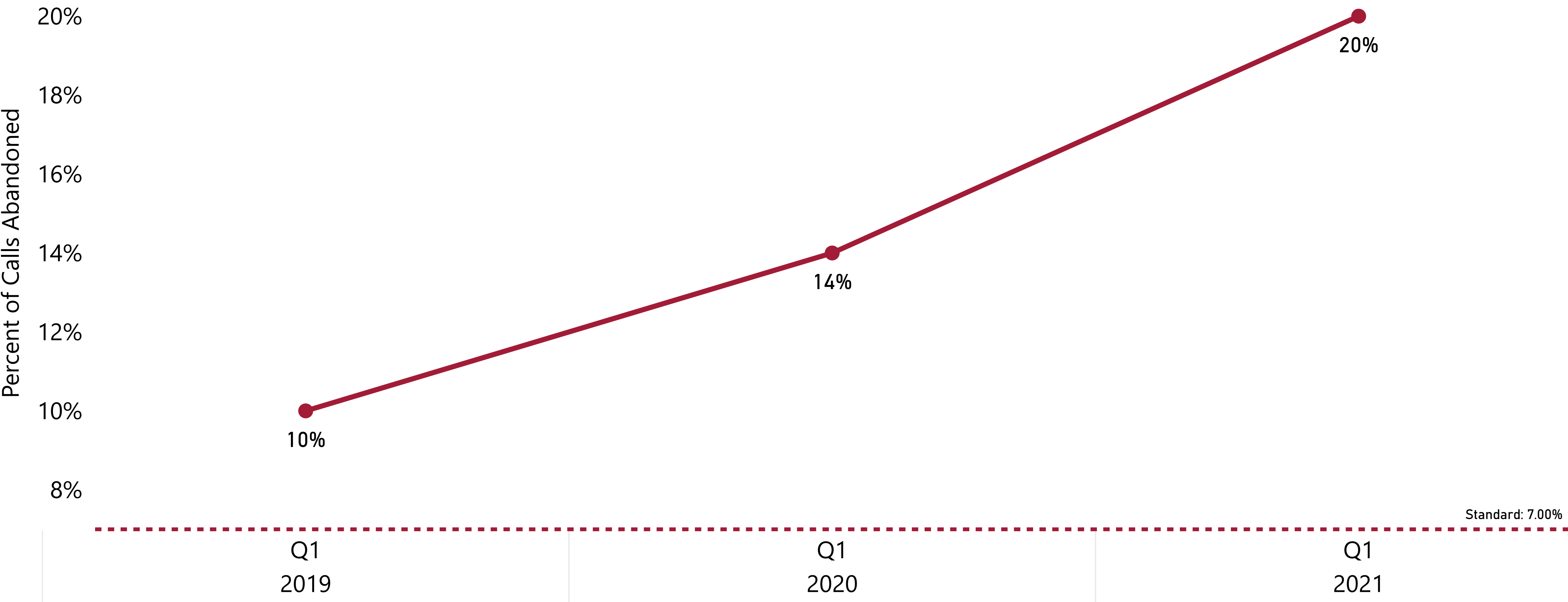
Chart 1.3A.1: Percent of Calls Abandoned at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

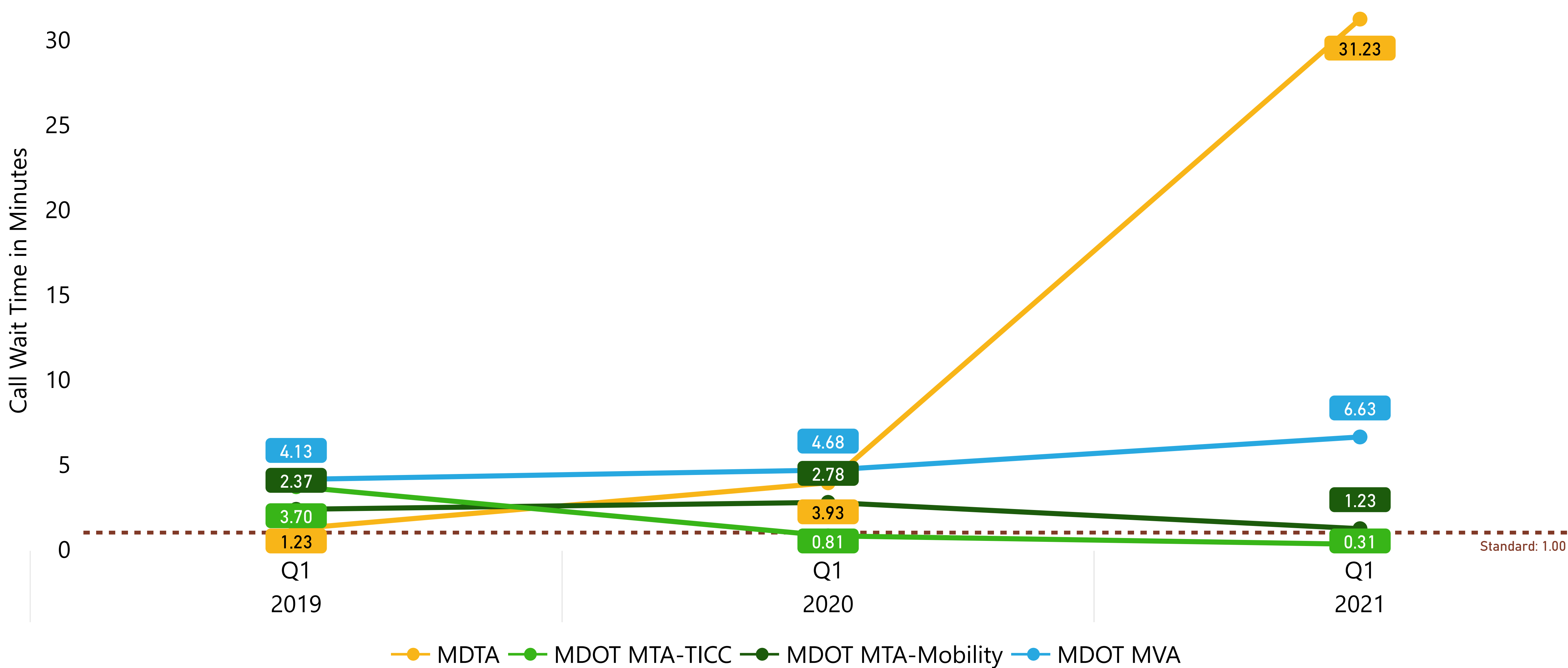
Chart 1.3A.2: Percent of Calls Abandoned at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

Chart 1.3B.1: Average Call Wait Times at MDOT Call Centers

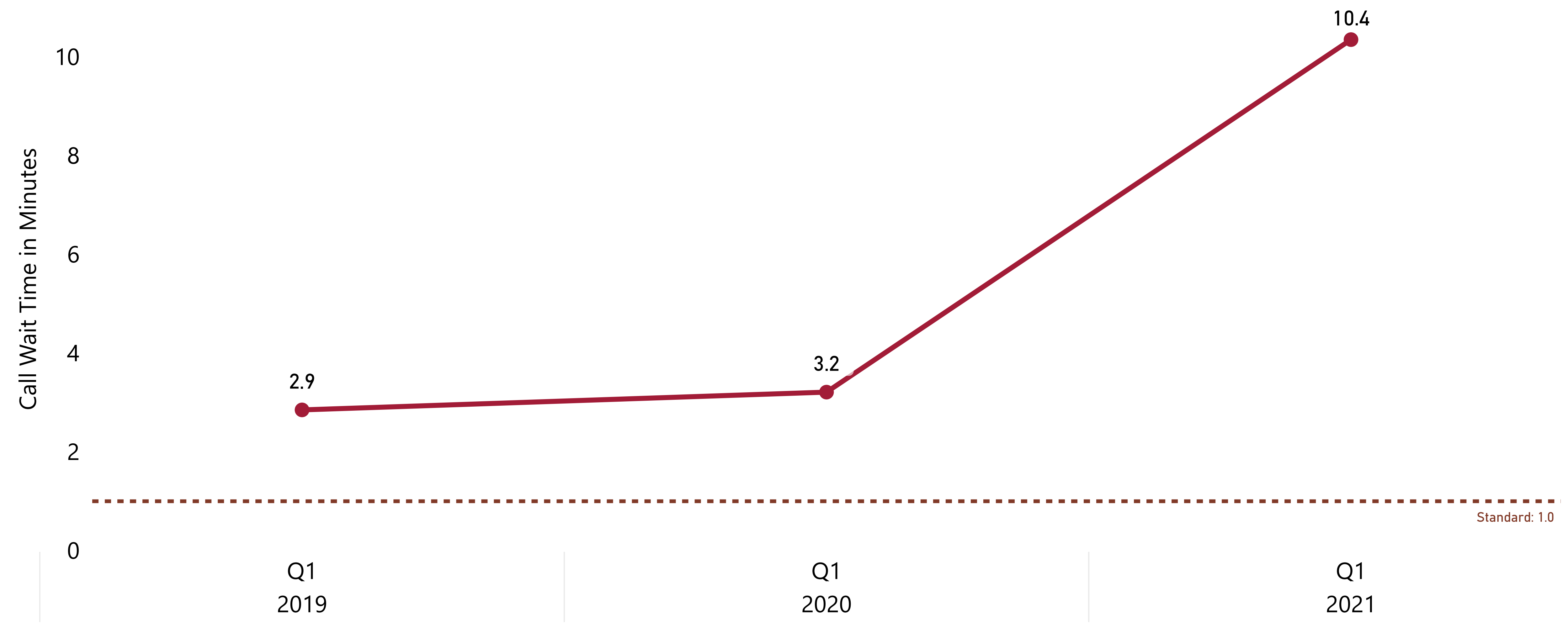




TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

Chart 1.3B.2: Average Call Wait Times at MDOT Call Centers





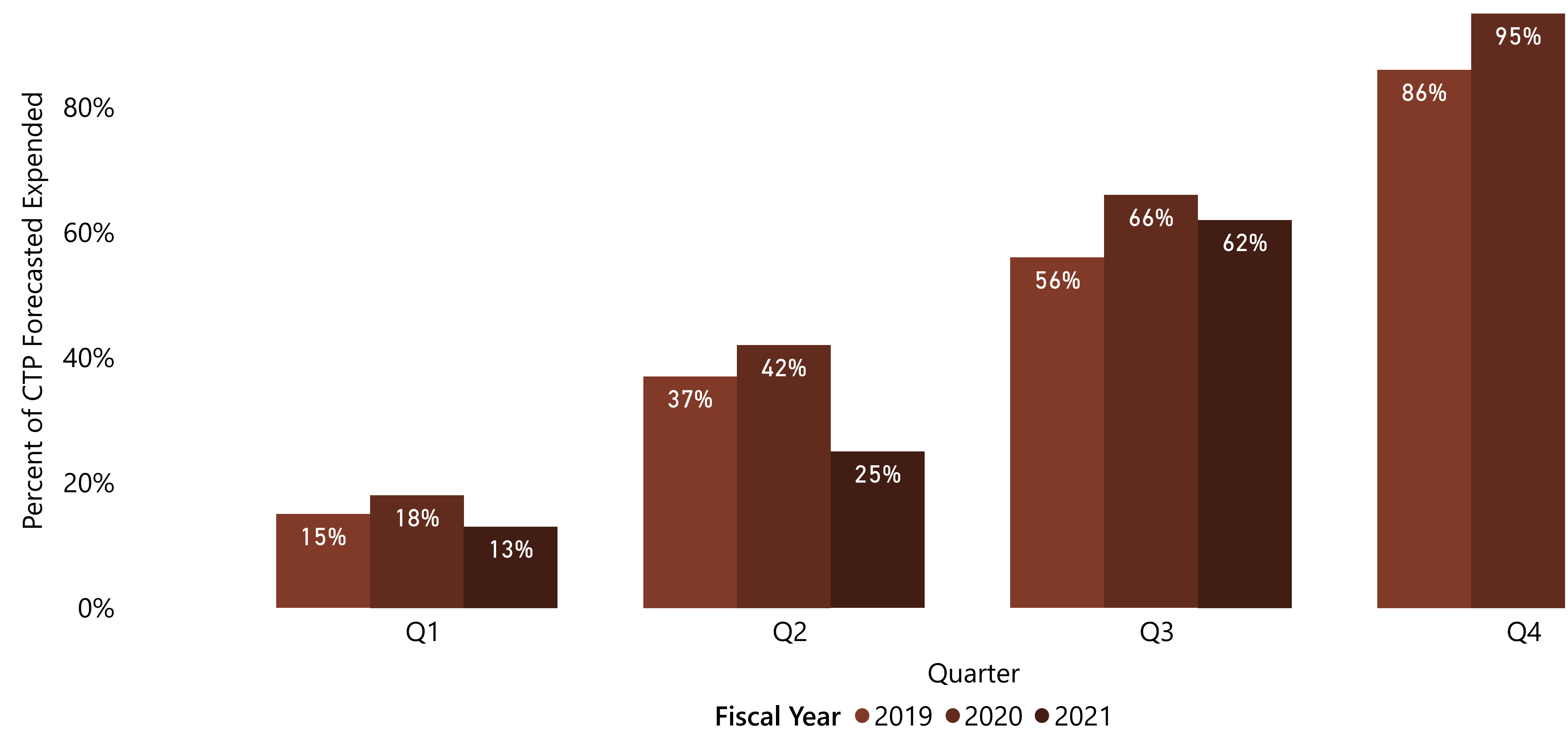
TANGIBLE RESULT #2

**USE RESOURCES WISELY**

TR#2: USE RESOURCES WISELY

PM#2.1: Percent of Capital Dollars Spent As Programmed

Chart 2.1.1: 3-Year Expenditure Rate Analysis (Federal & State)



TR#2: USE RESOURCES WISELY

PM#2.1: Percent of Capital Dollars Spent As Programmed

Chart 2.1.2: 3-Year Expenditure Rate by TBU (State/Federal/Toll)

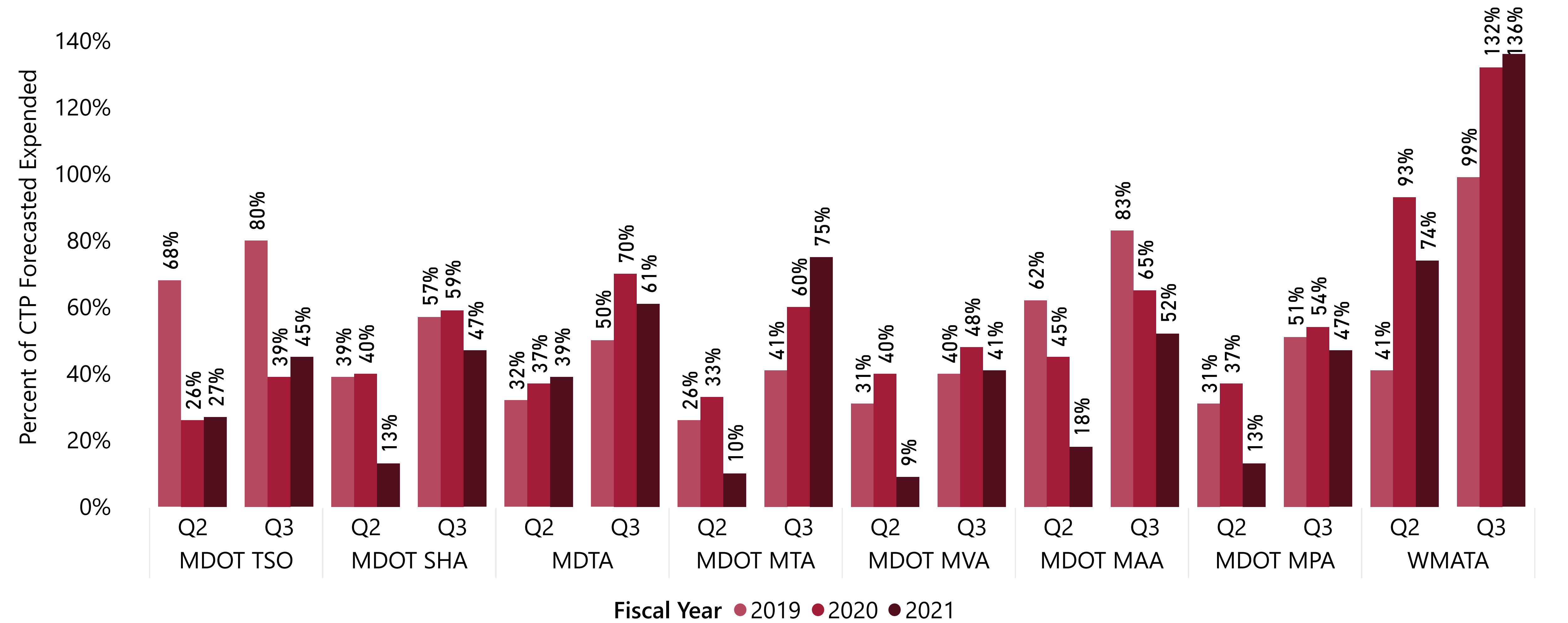


Chart 2.4.3: Vacancy Rate

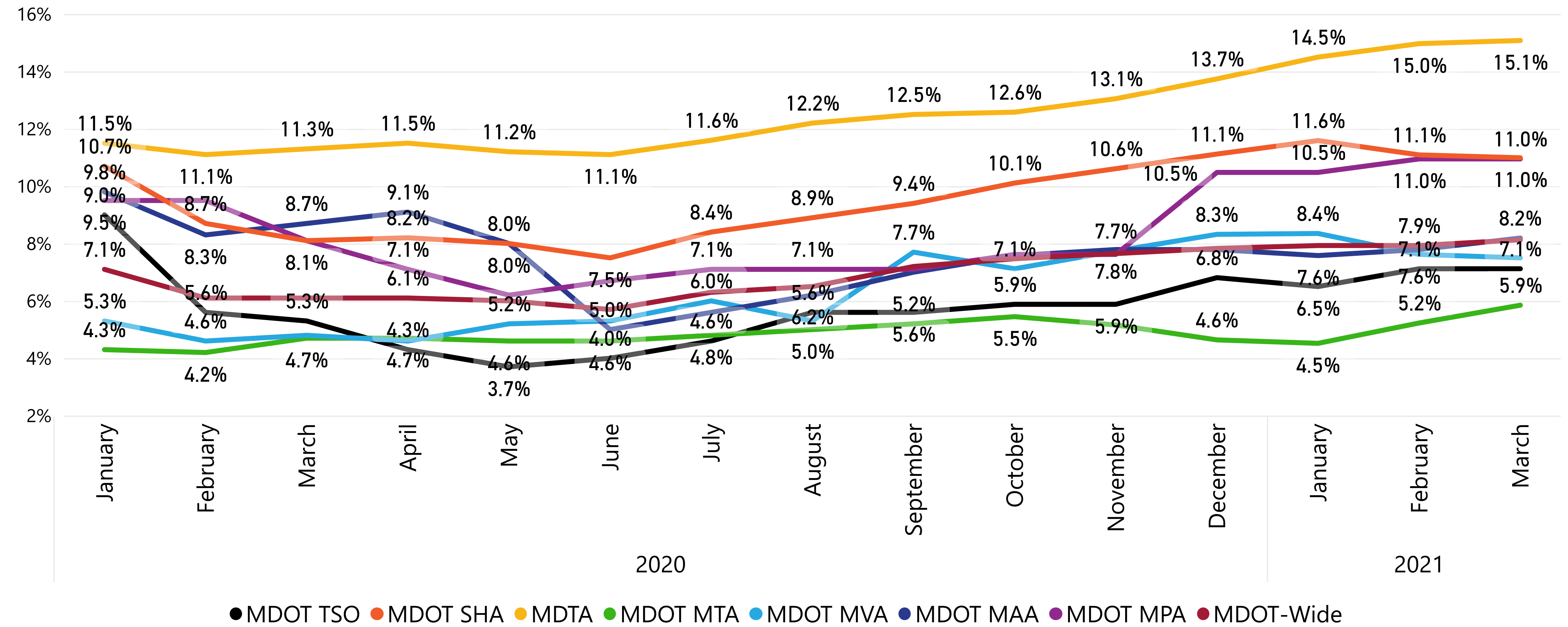
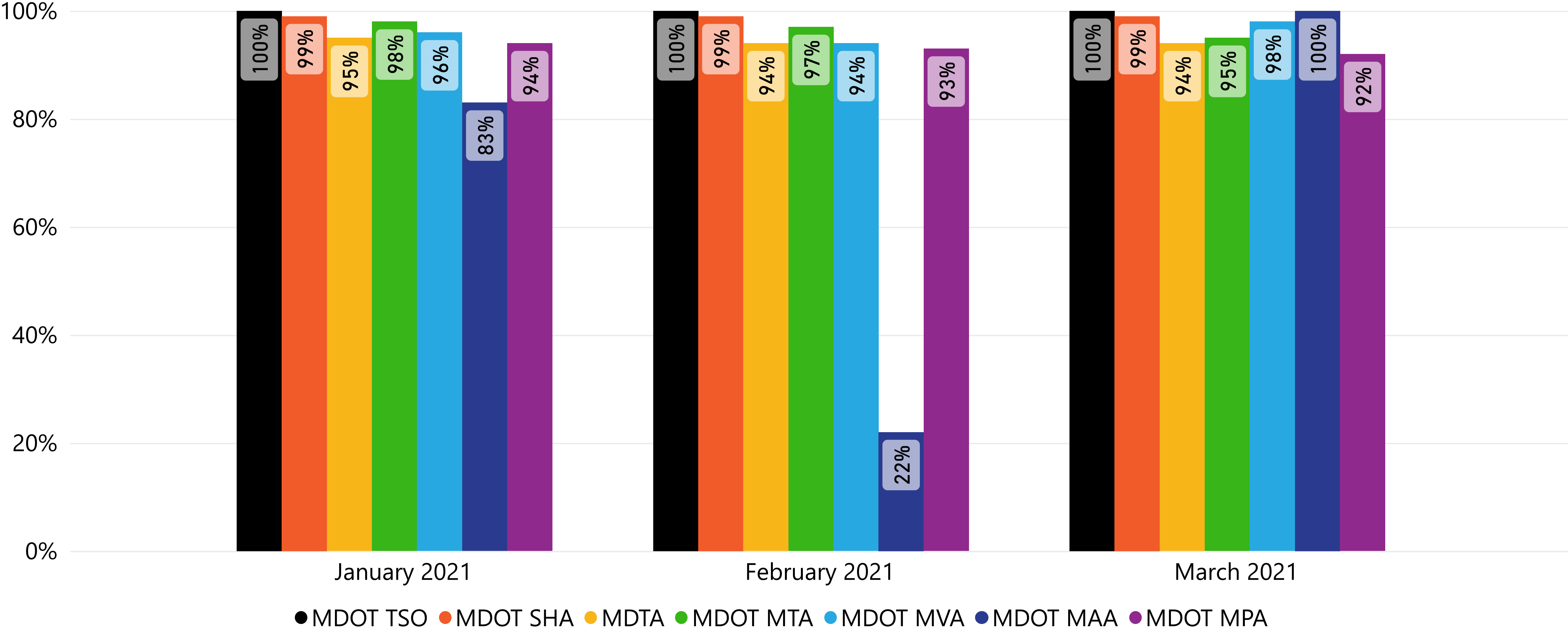




Chart 2.6E.1: MDOT Fleet Vehicle On-Time Preventive Maintenance







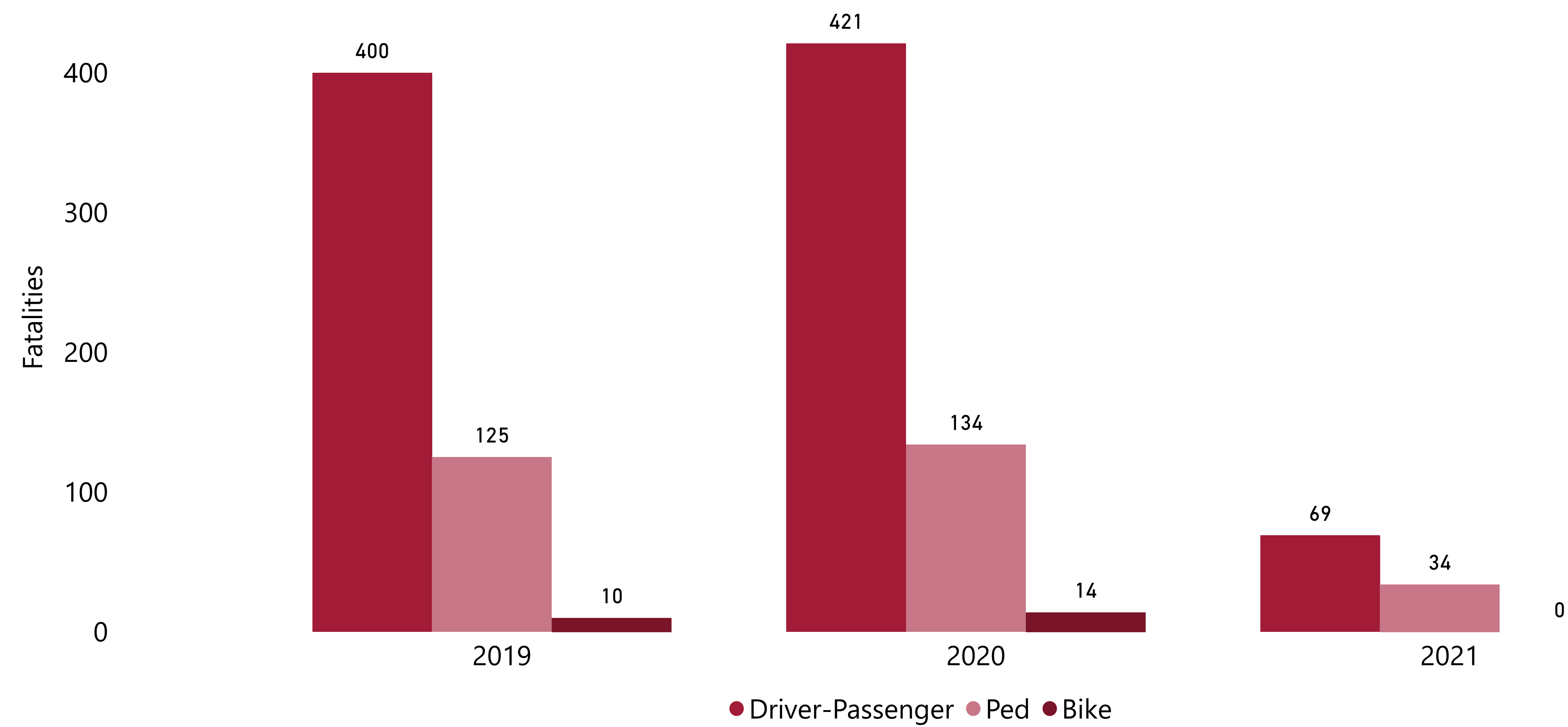
TANGIBLE RESULT #3

**PROVIDE A SAFE AND  
SECURE TRANSPORTATION  
INFRASTRUCTURE**

TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads

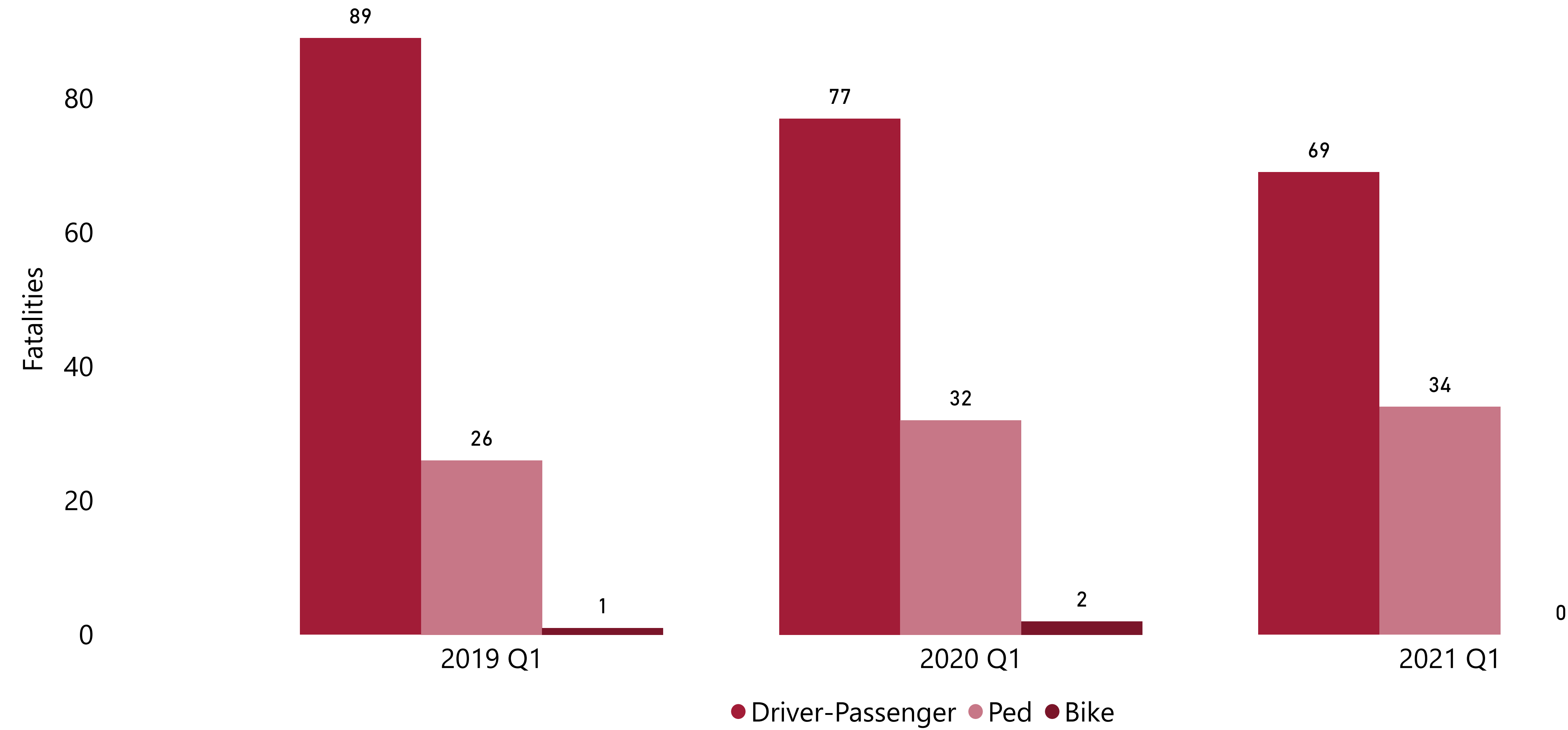
Chart 3.2.1: Annual Comparison of All Fatalities (2021 YTD)



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads

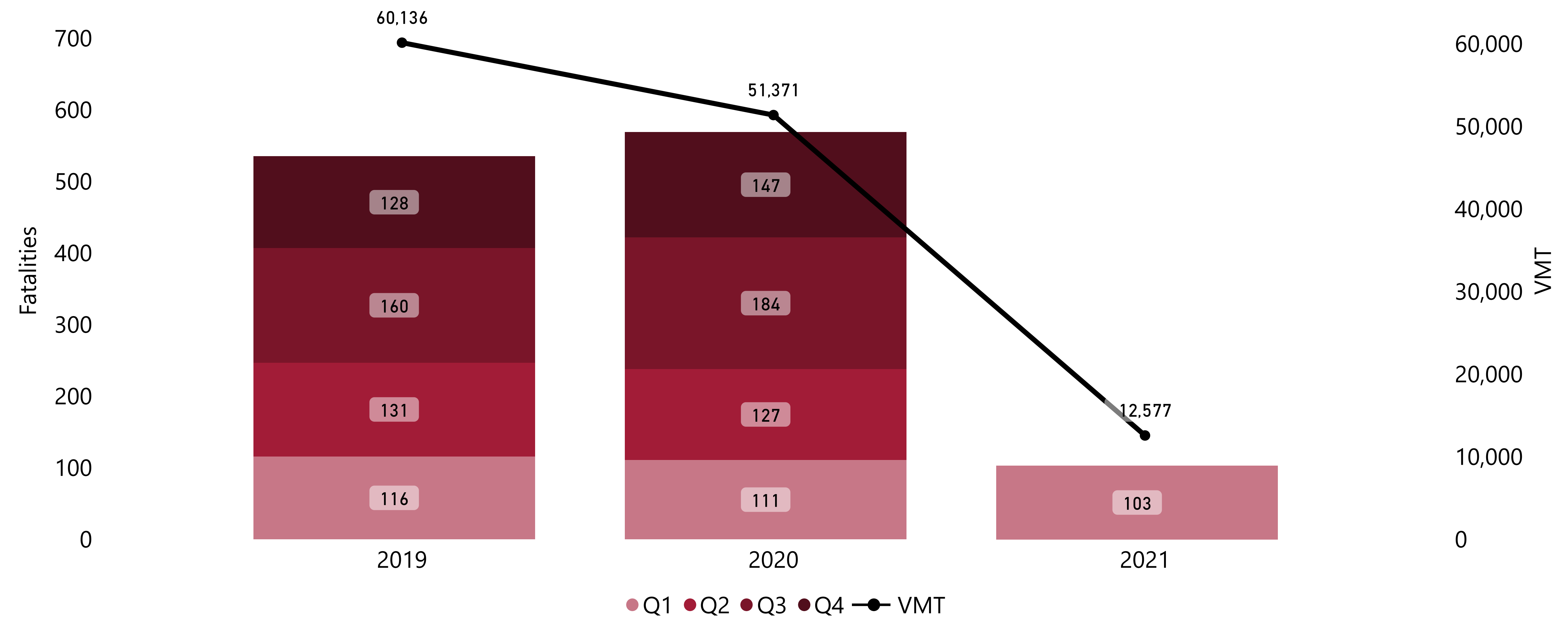
Chart 3.2.2: Comparison of Fatalities for Q1



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads

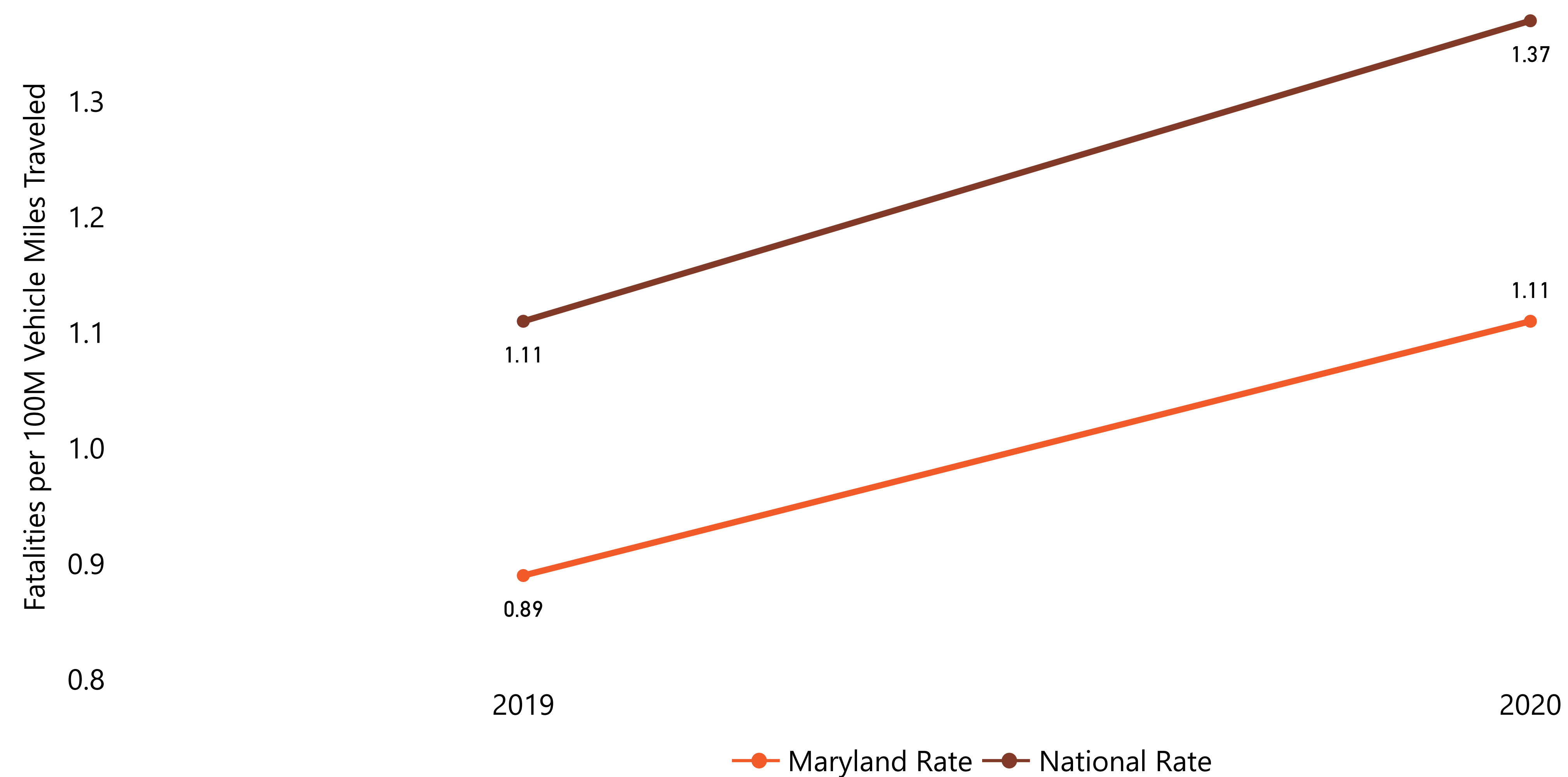
Chart 3.2.3: Annual Comparison of All Fatalities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.3: Rate of Traffic Related Fatalities on Highways

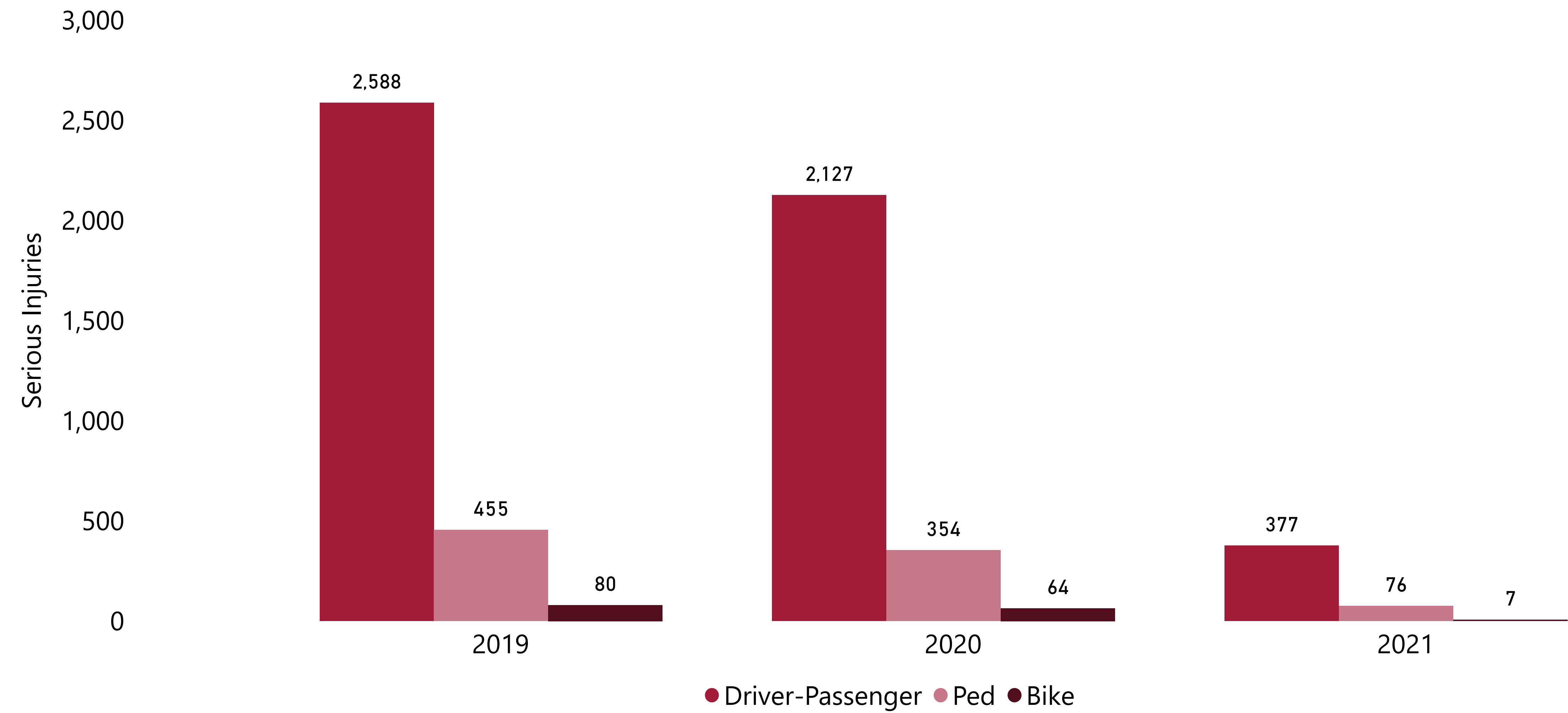
Chart 3.3.1: Annual Comparison of Highway Fatalities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.4: Number of Traffic Related Serious Injuries on All Roads

Chart 3.4.1: Annual Comparison of All Serious Injuries (2021 YTD)

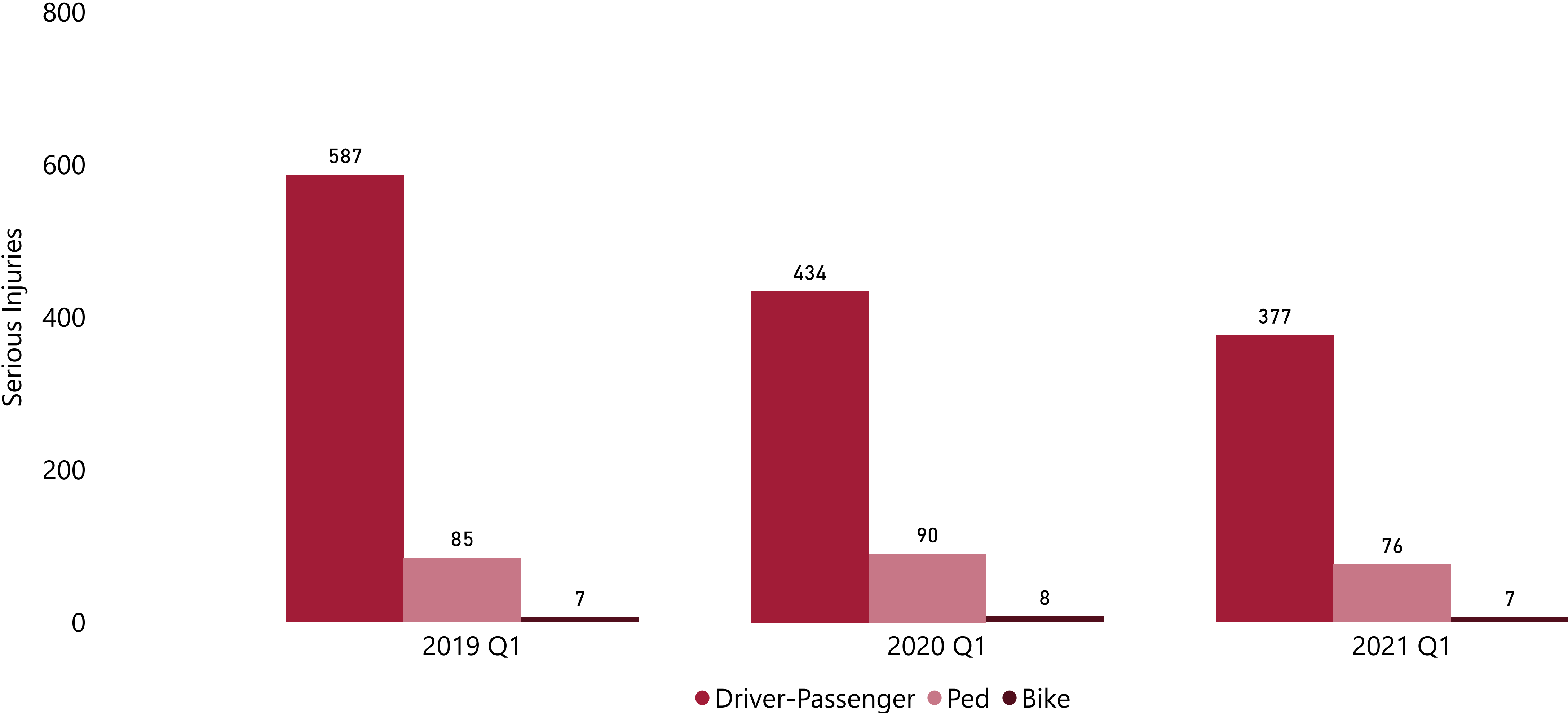




TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

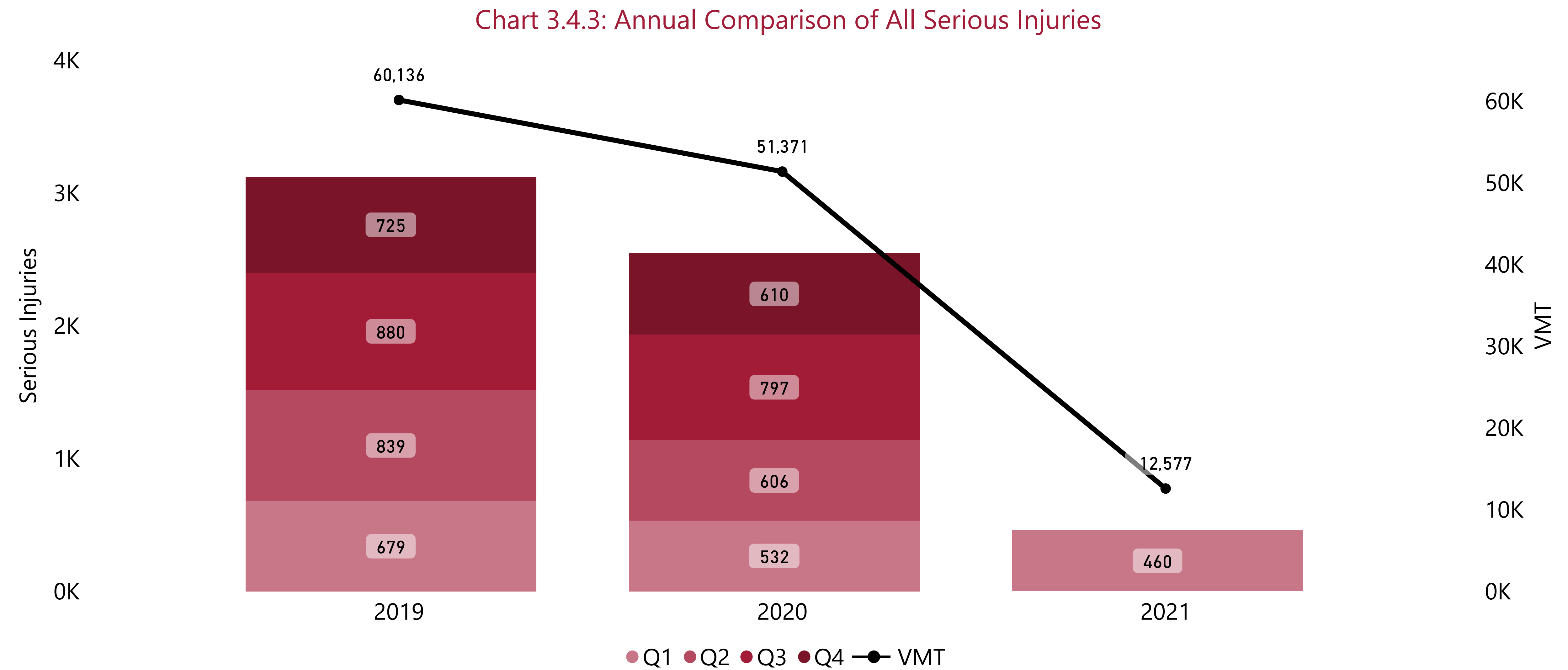
PM#3.4: Number of Traffic Related Serious Injuries on All Roads

Chart 3.4.2: Comparison of Serious Injuries for Q1



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

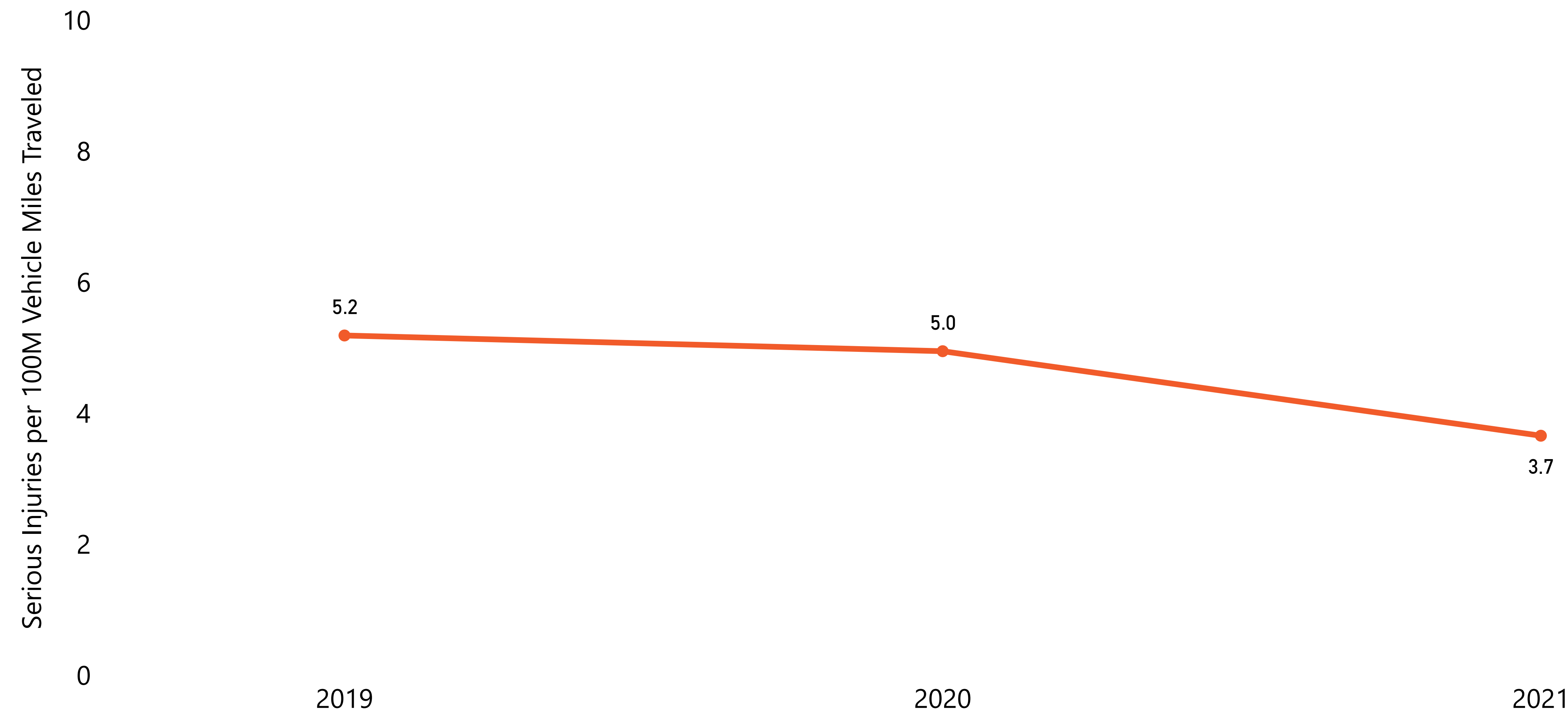
PM#3.4: Number of Traffic Related Serious Injuries on All Roads



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.5: Rate of Traffic Related Serious Injuries on Highways

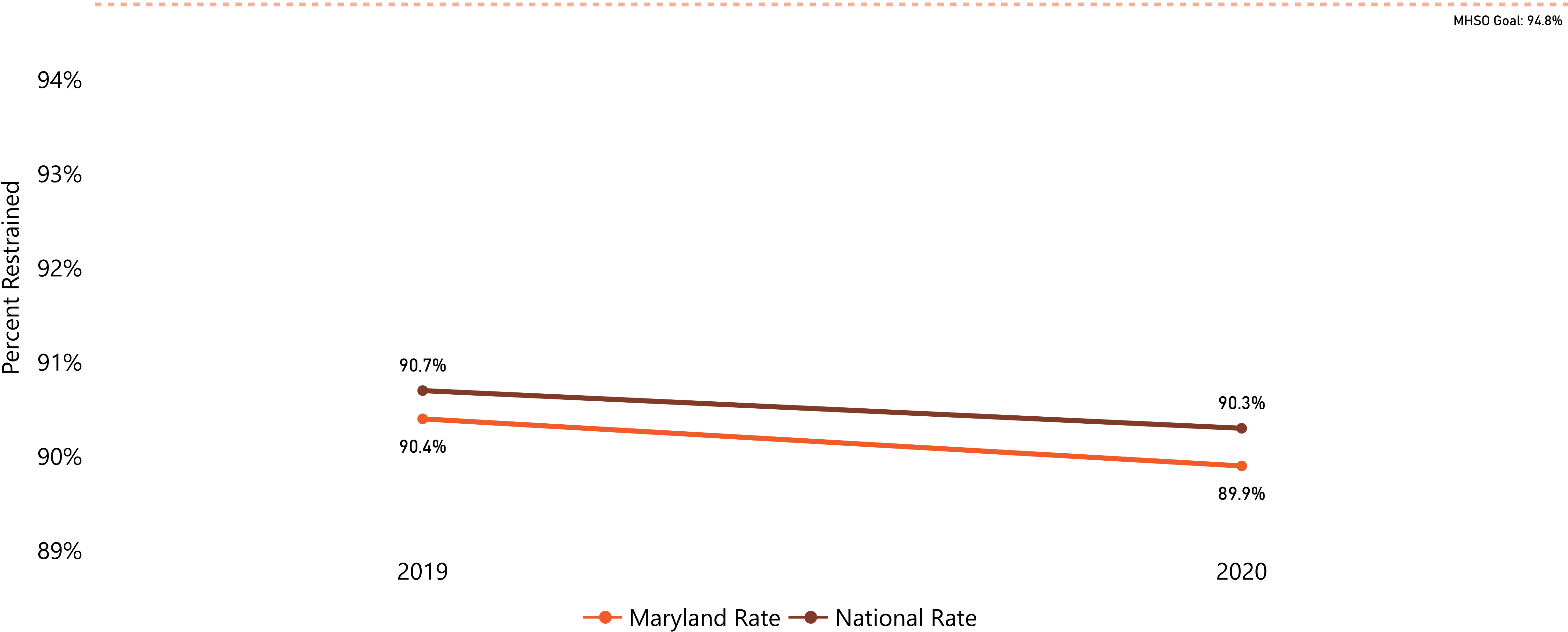
Chart 3.5.1: Annual Comparison of Serious Injuries on Maryland Highways (2021 YTD)



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.6: Rate of Seatbelt Usage in Maryland

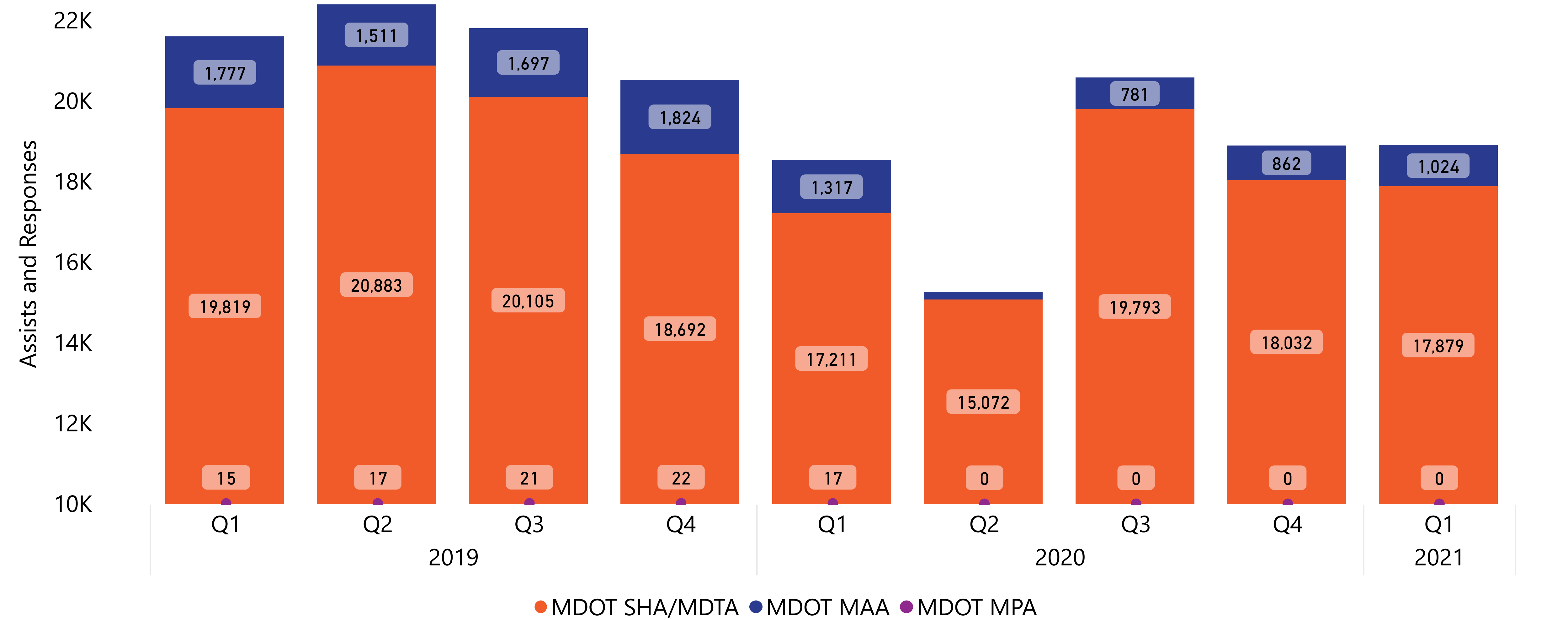
Chart 3.6.1: Annual Comparison of Seatbelt Usage



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.7: Travelers Assisted by MDOT

Chart 3.7.1: Number of Assists and Responses



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.7: Travelers Assisted by MDOT

Chart 3.7.2: Number of Assists and Responses

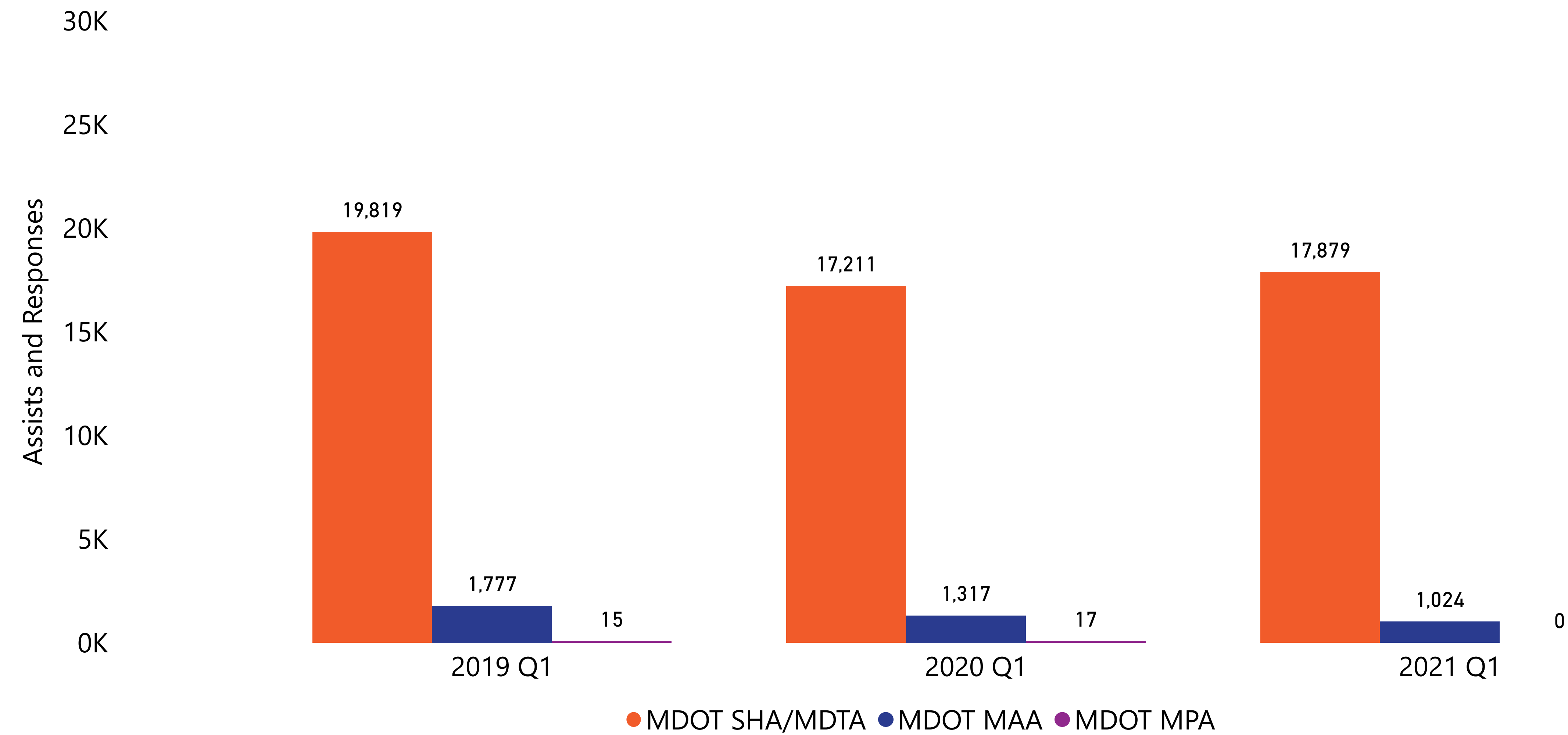
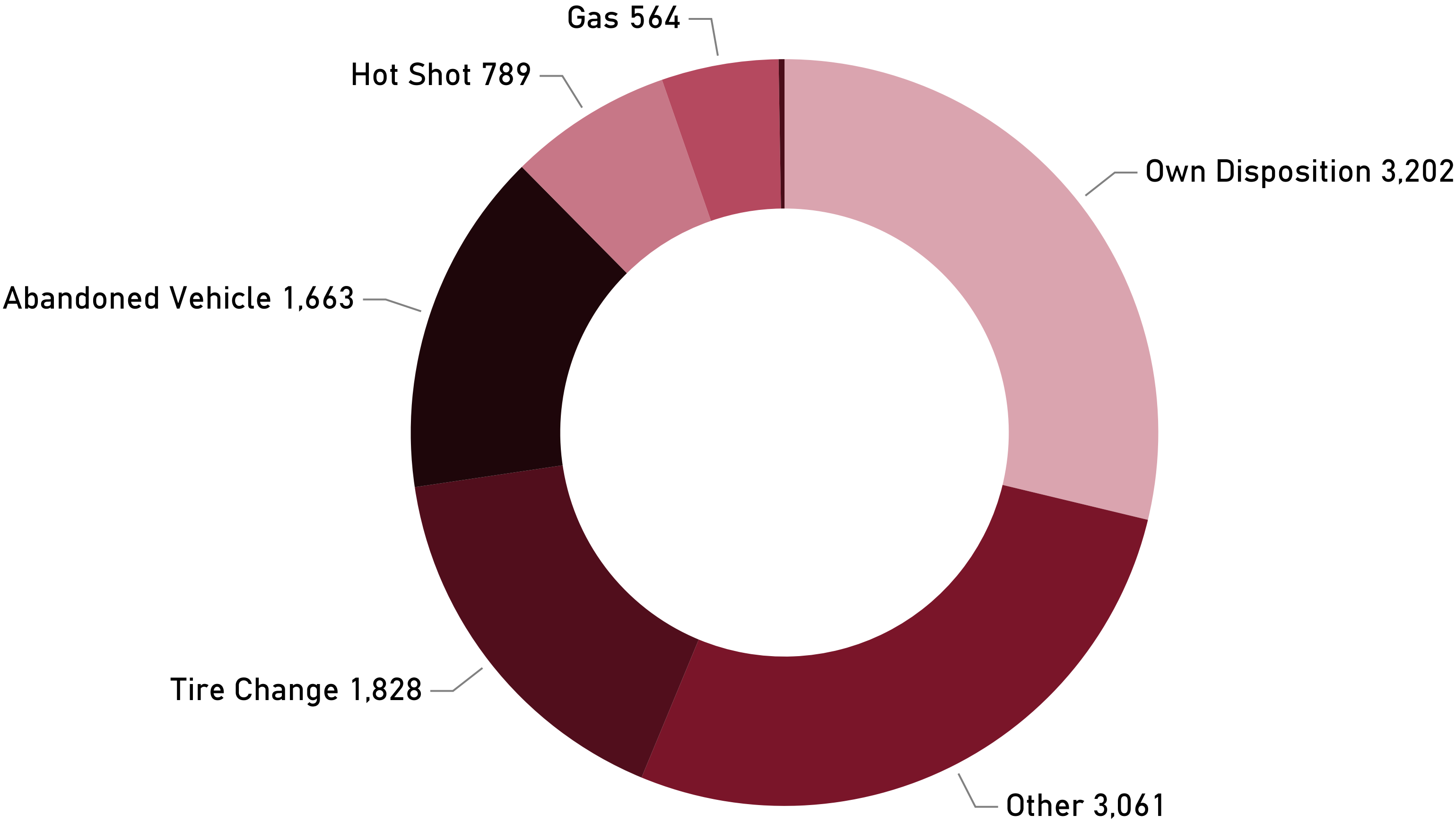




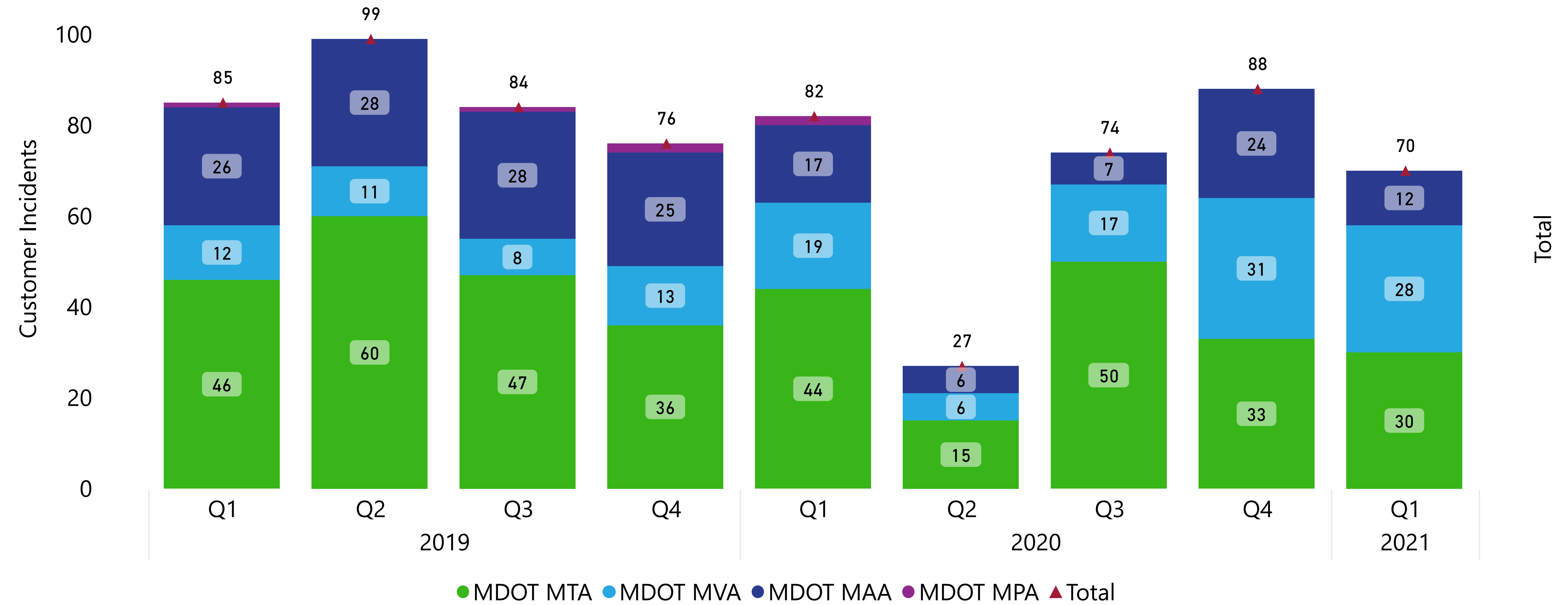
Chart 3.7.3: Roadway Assists by Type for Q1 2021



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.10: Number of Customer Incidents at MDOT Facilities

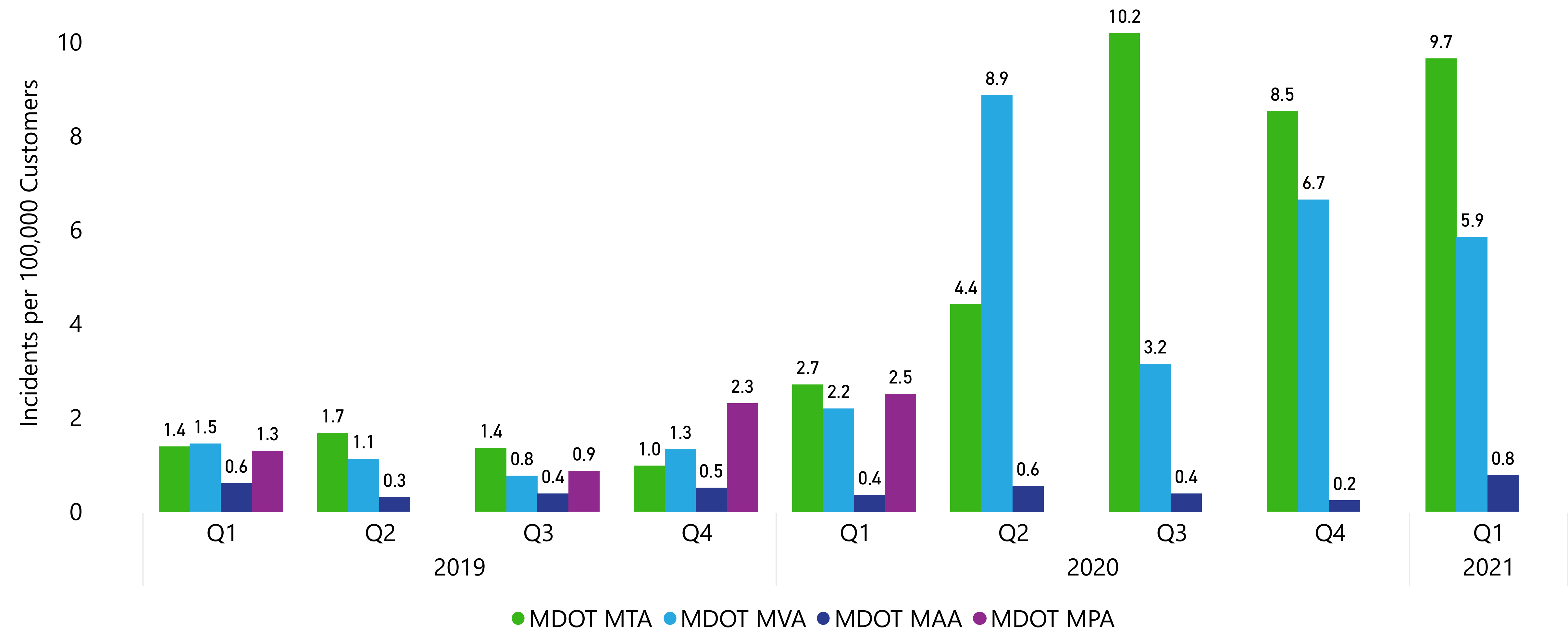
Chart 3.10.1: Number of Customer Incidents at MDOT Facilities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

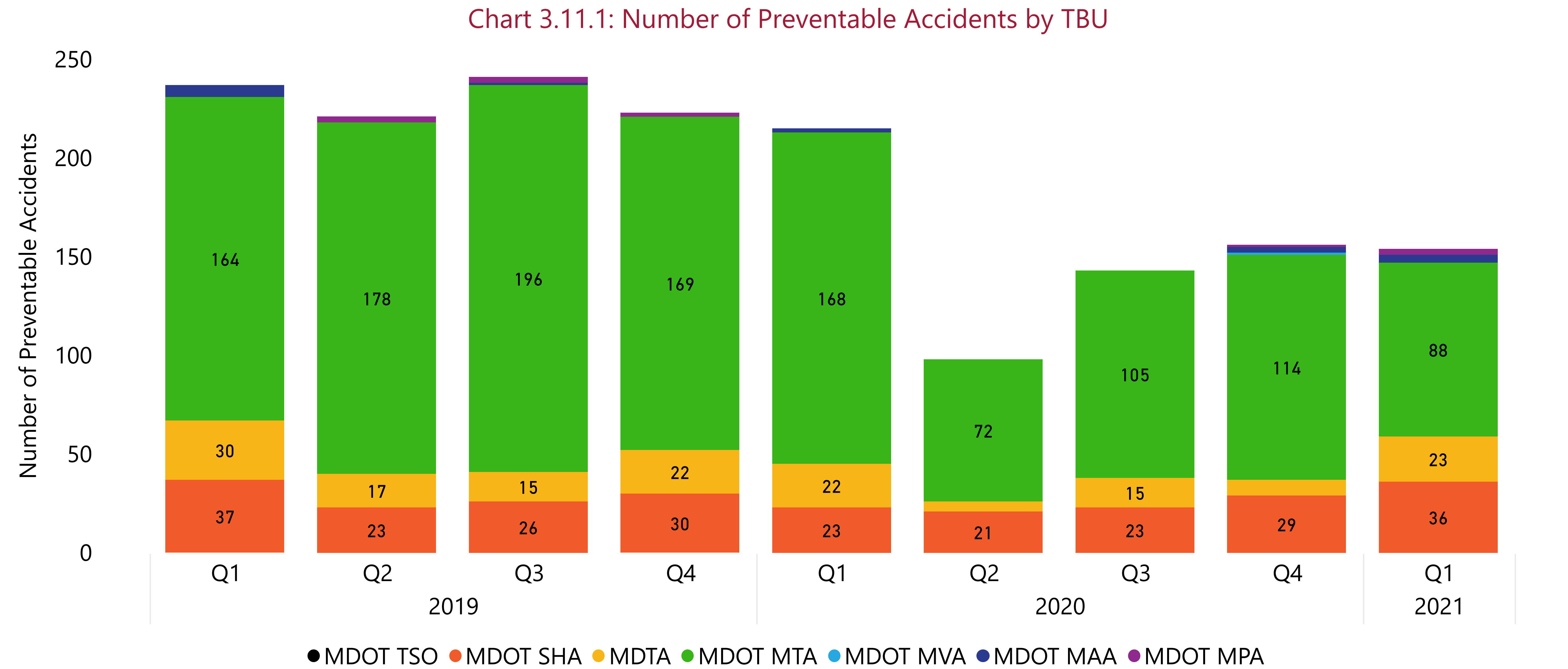
PM#3.10: Number of Customer Incidents at MDOT Facilities

Chart 3.10.2: Number of Incidents per 100,000 Customers



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

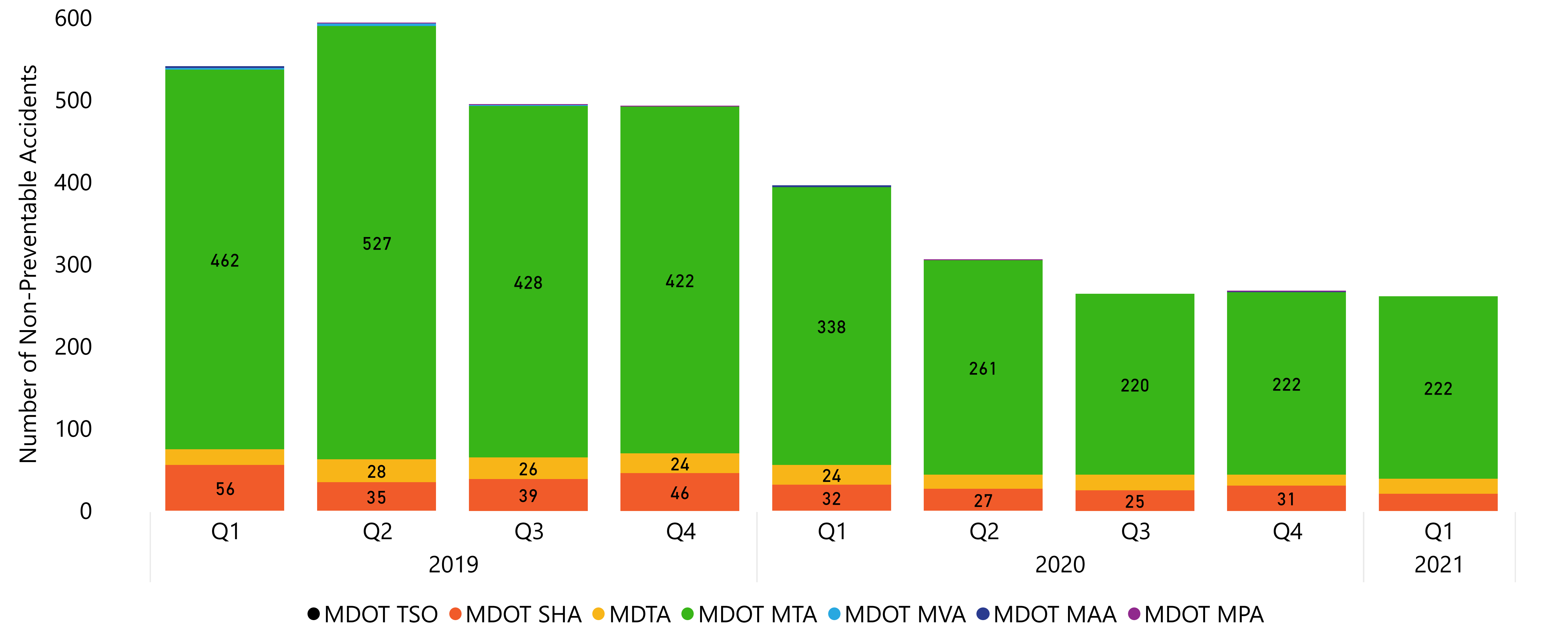
PM#3.11: Preventable and Non-Preventable Accidents by TBU



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

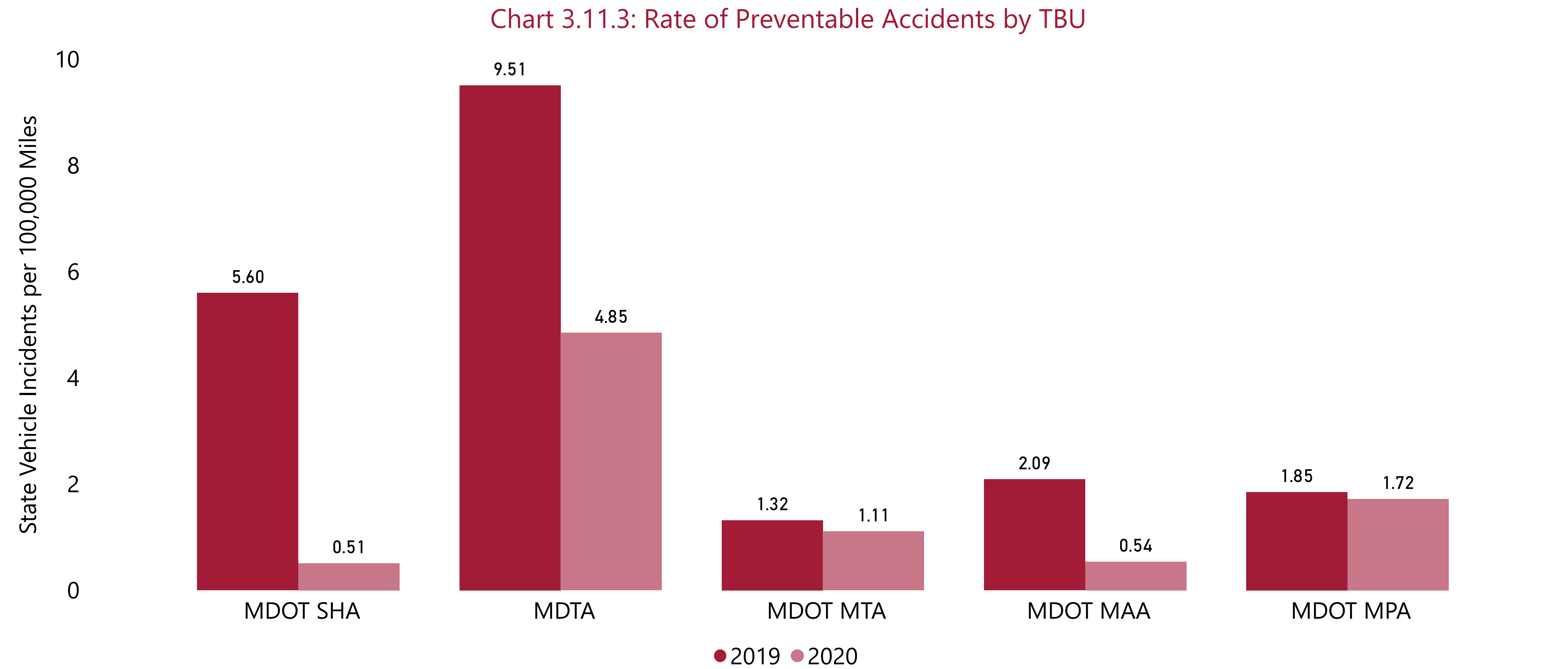
PM#3.11: Preventable and Non-Preventable Accidents by TBU

Chart 3.11.2: Number of Non-Preventable Accidents by TBU



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

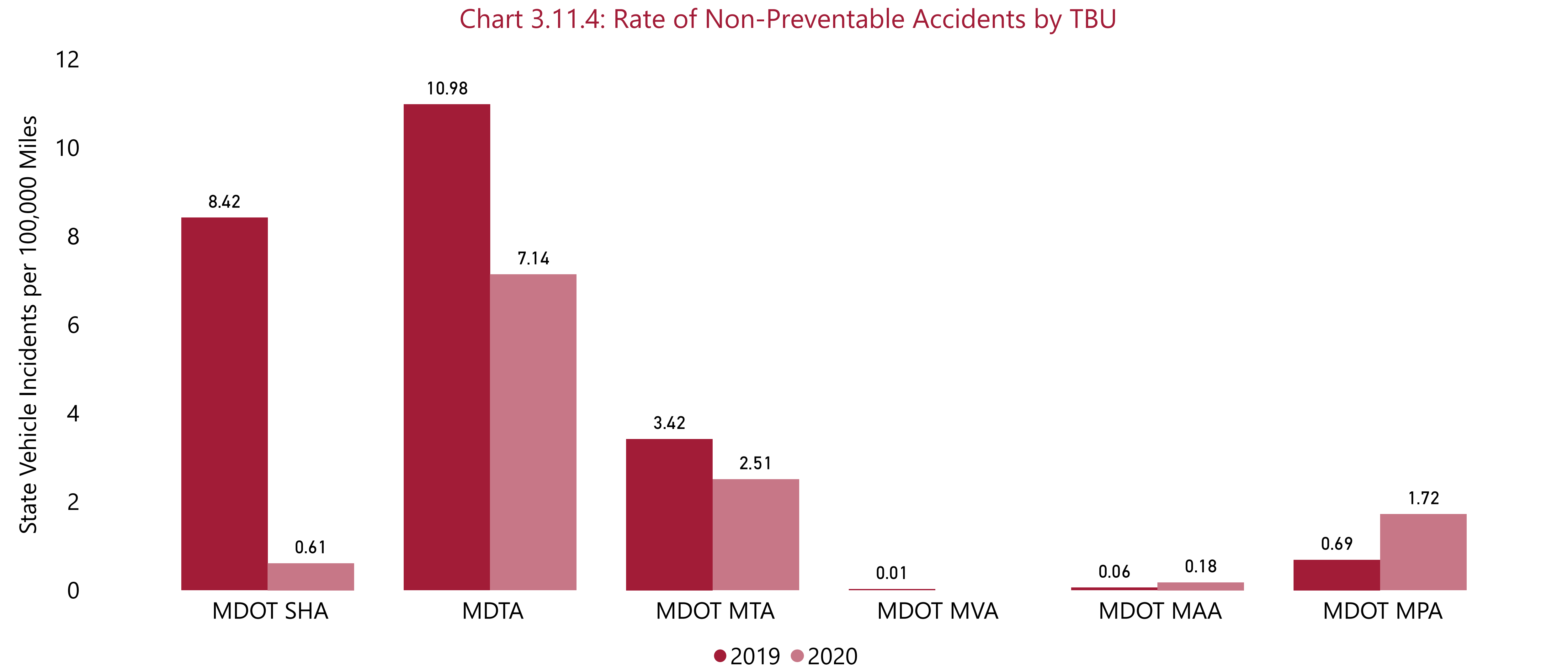
PM#3.11: Preventable and Non-Preventable Accidents by TBU





TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.11: Preventable and Non-Preventable Accidents by TBU



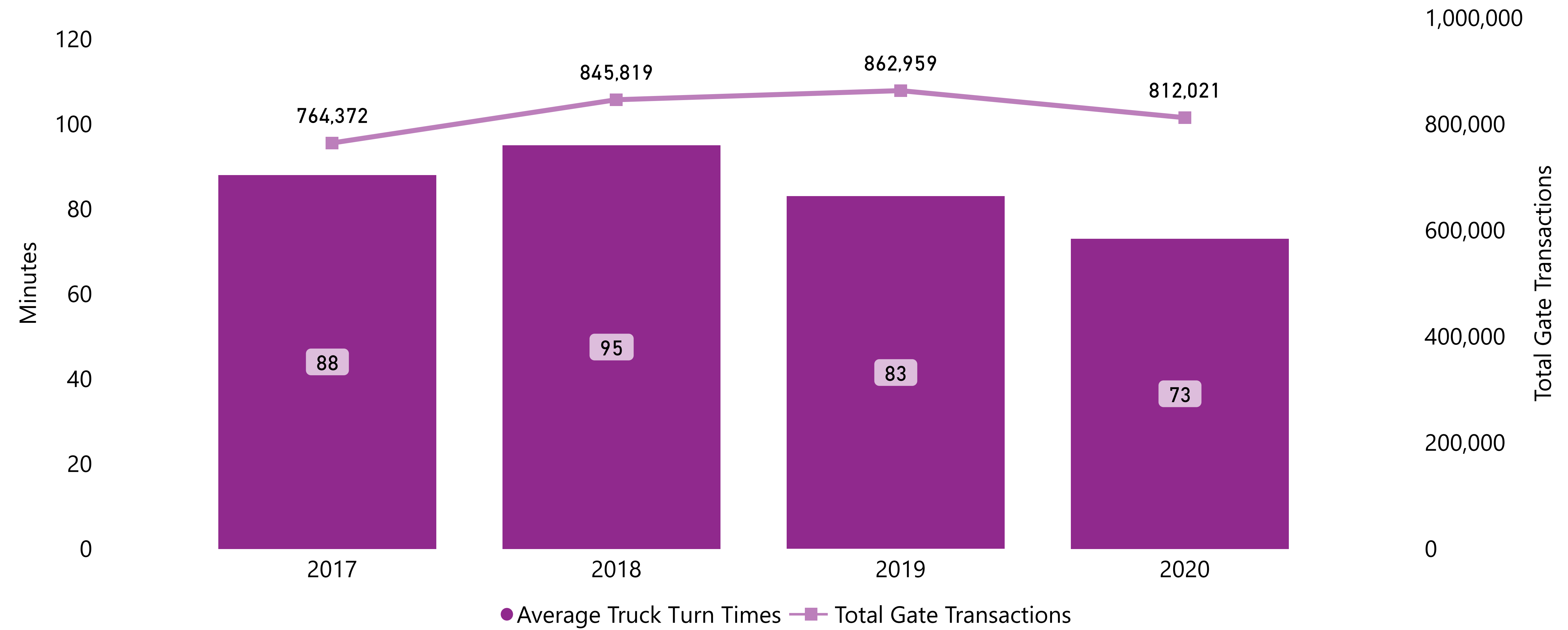


TANGIBLE RESULT #5

**PROVIDE AN EFFICIENT,  
WELL-CONNECTED  
TRANSPORTATION EXPERIENCE**

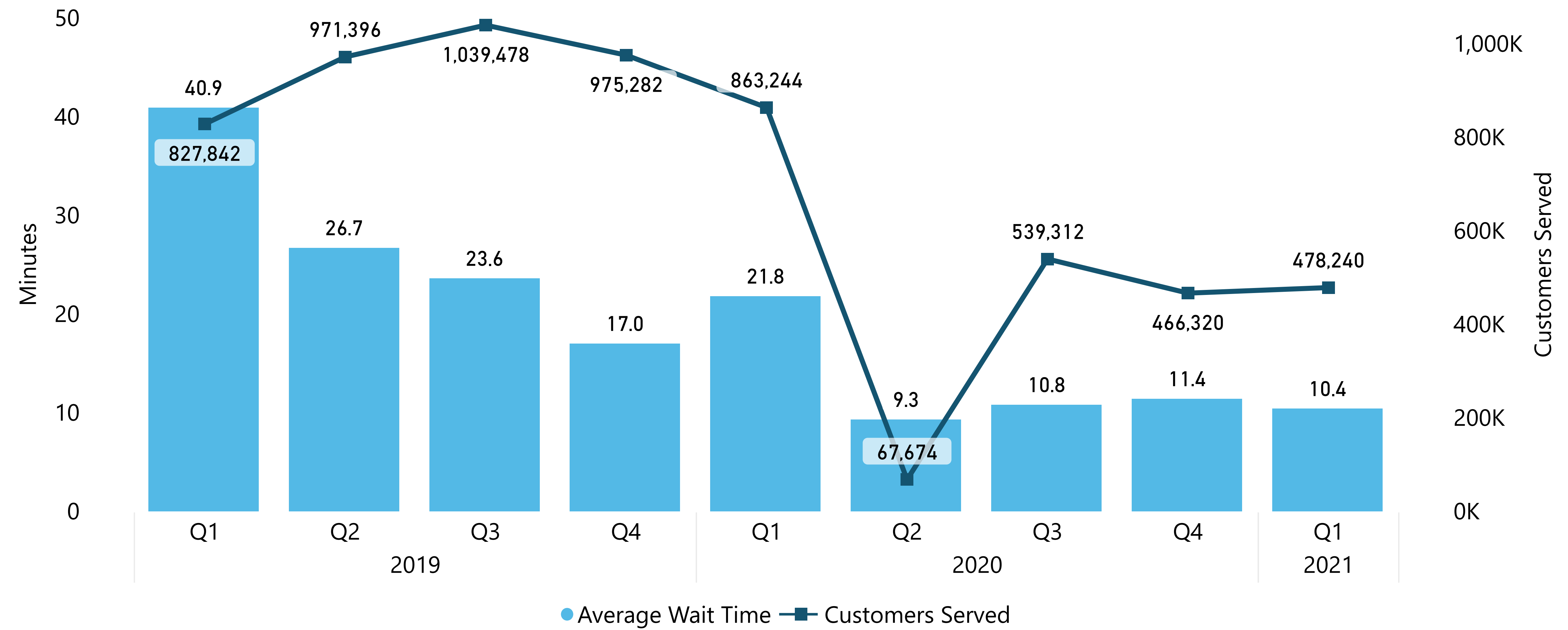
PM#5.1: Reliability of the Transportation Experience

Chart 5.1B.1: Average Truck Turnaround Time, Seagirt Marine Terminal



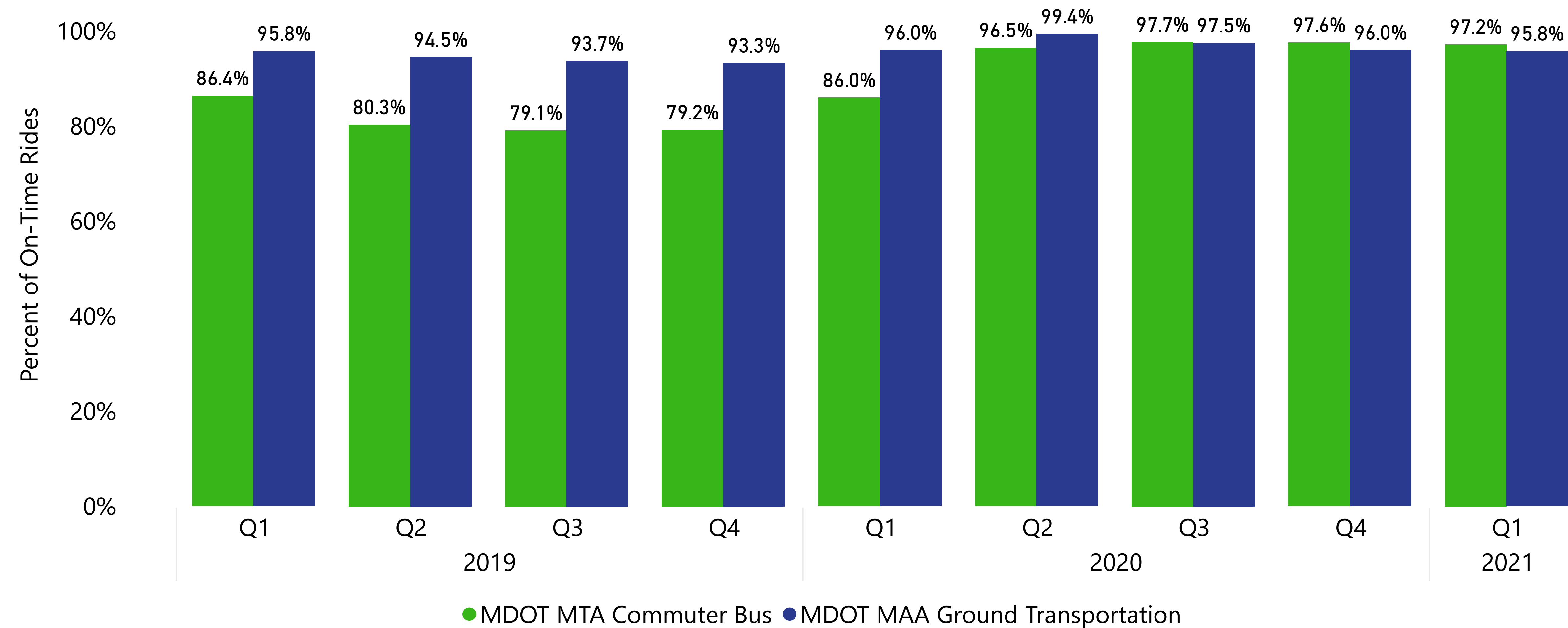
PM#5.1: Reliability of the Transportation Experience

Chart 5.1C.1: Average Wait Time at MDOT MVA Branches



PM#5.1: Reliability of the Transportation Experience

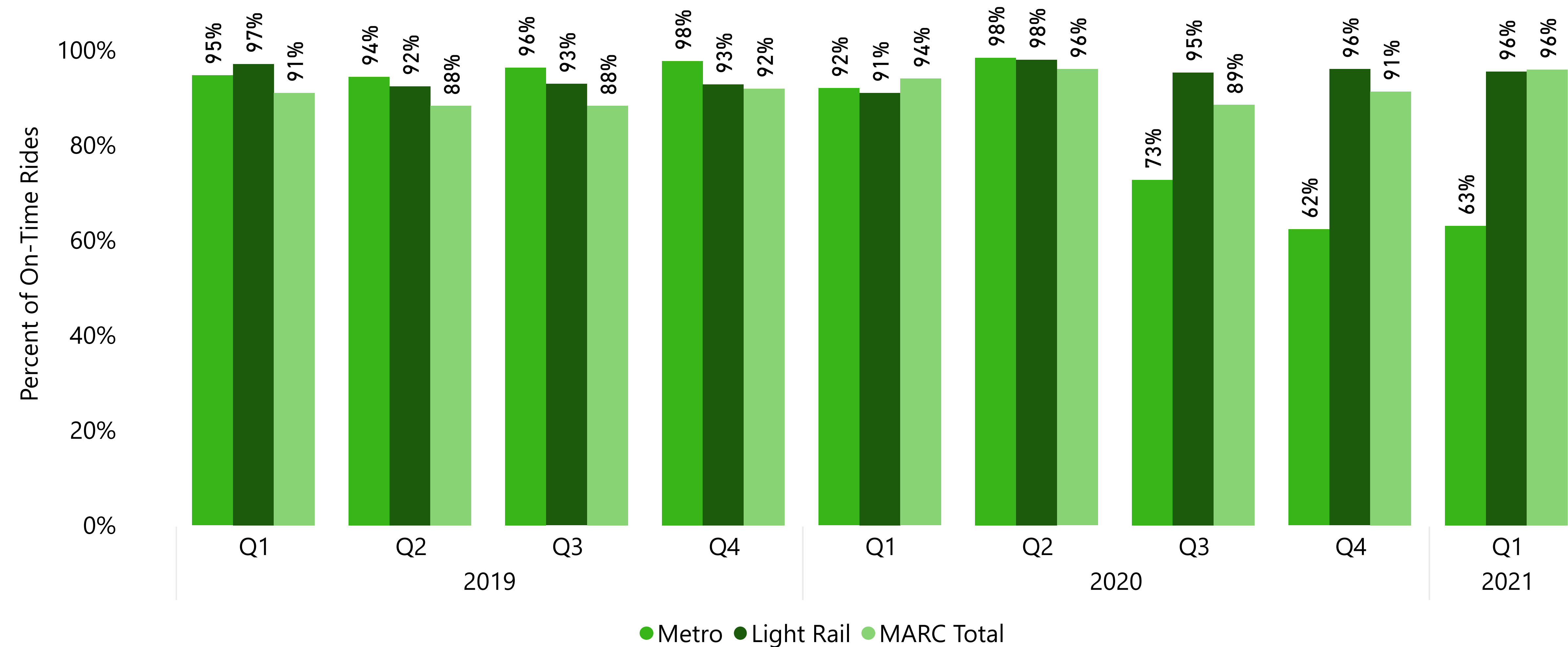
Chart 5.1D.1: On-Time Performance of MDOT MTA Commuter Bus & MDOT MAA Ground Transport





PM#5.1: Reliability of the Transportation Experience

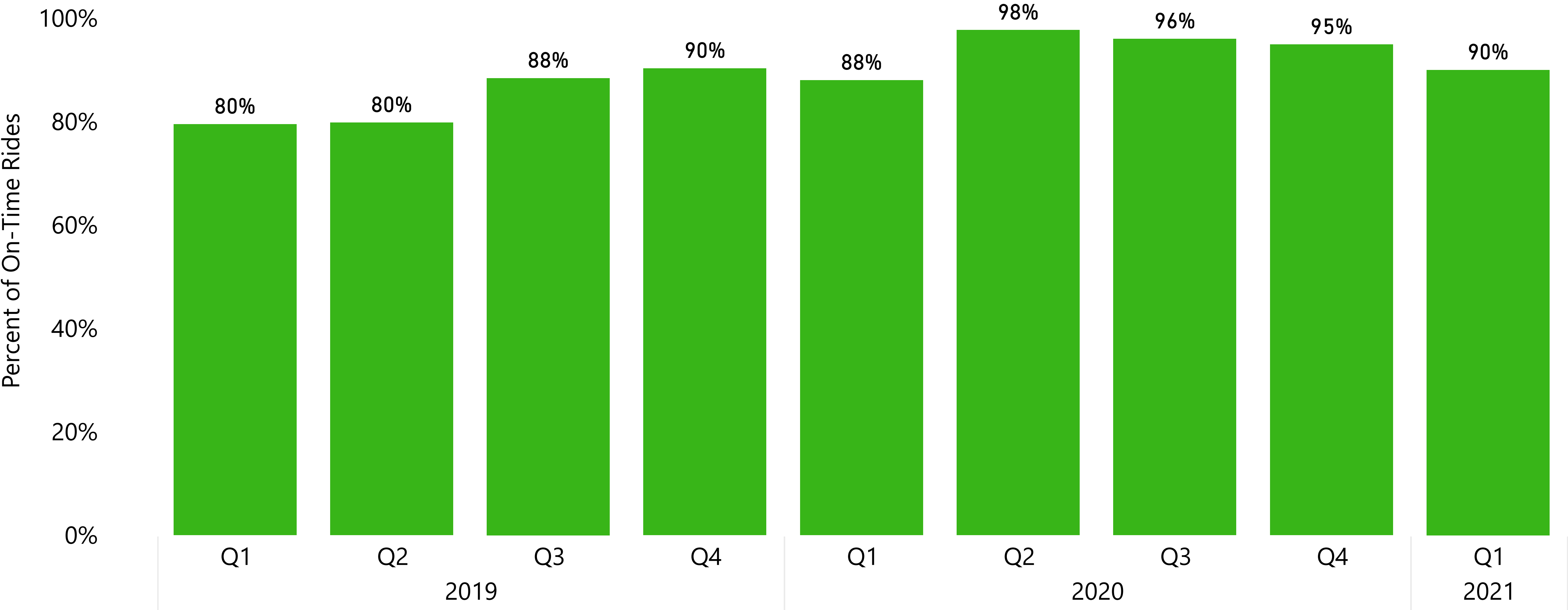
Chart 5.1D.2: On-Time Performance of MDOT MTA SubwayLink, Light RailLink, & MARC





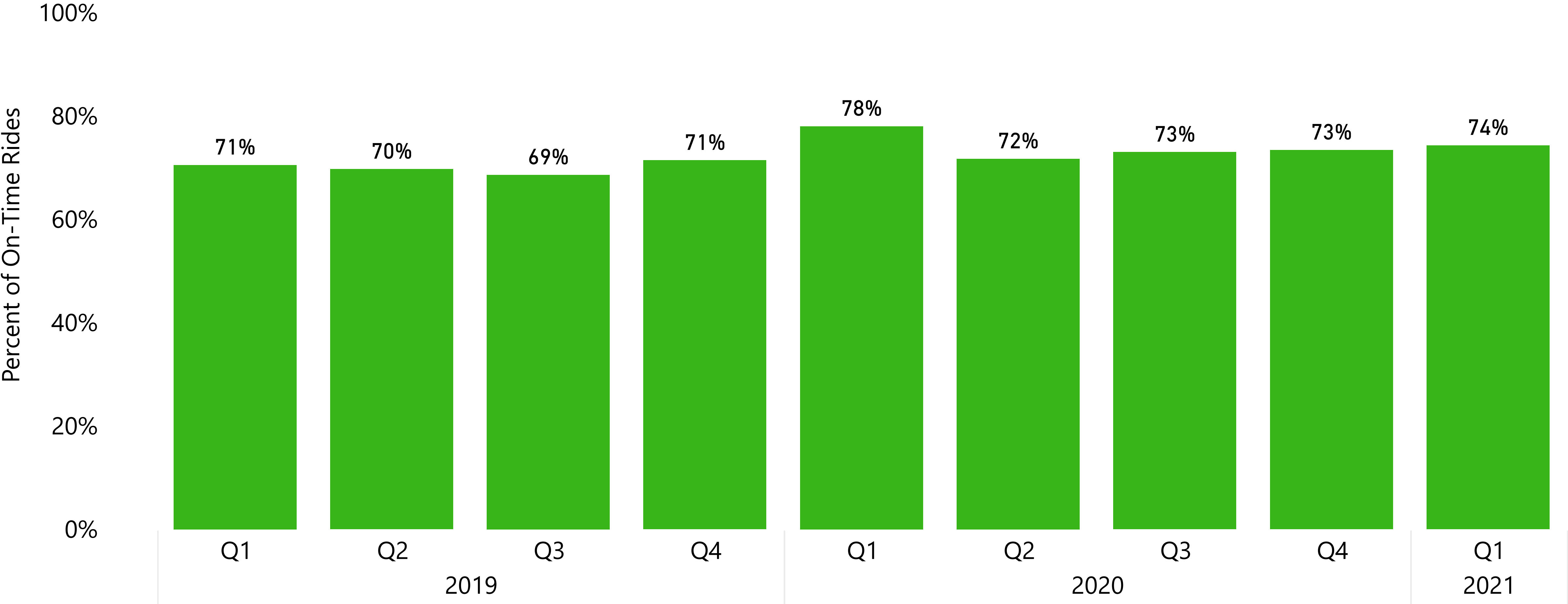
PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.3: On-Time Performance of MDOT MTA Paratransit



PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.4: MDOT MTA Core Bus On-Time Performance

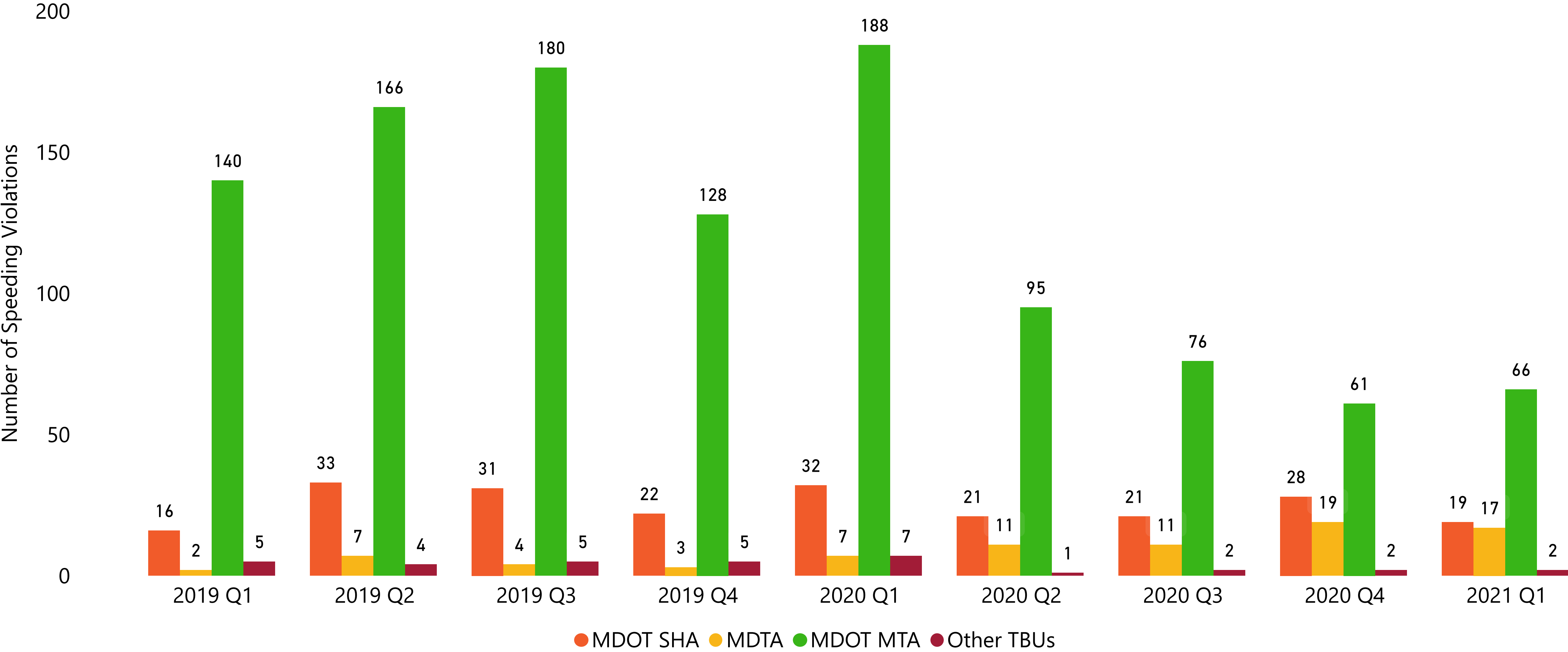




TANGIBLE RESULT #8

**BE A GOOD NEIGHBOR**

Chart 8.3.1: Speeding Violations by TBU



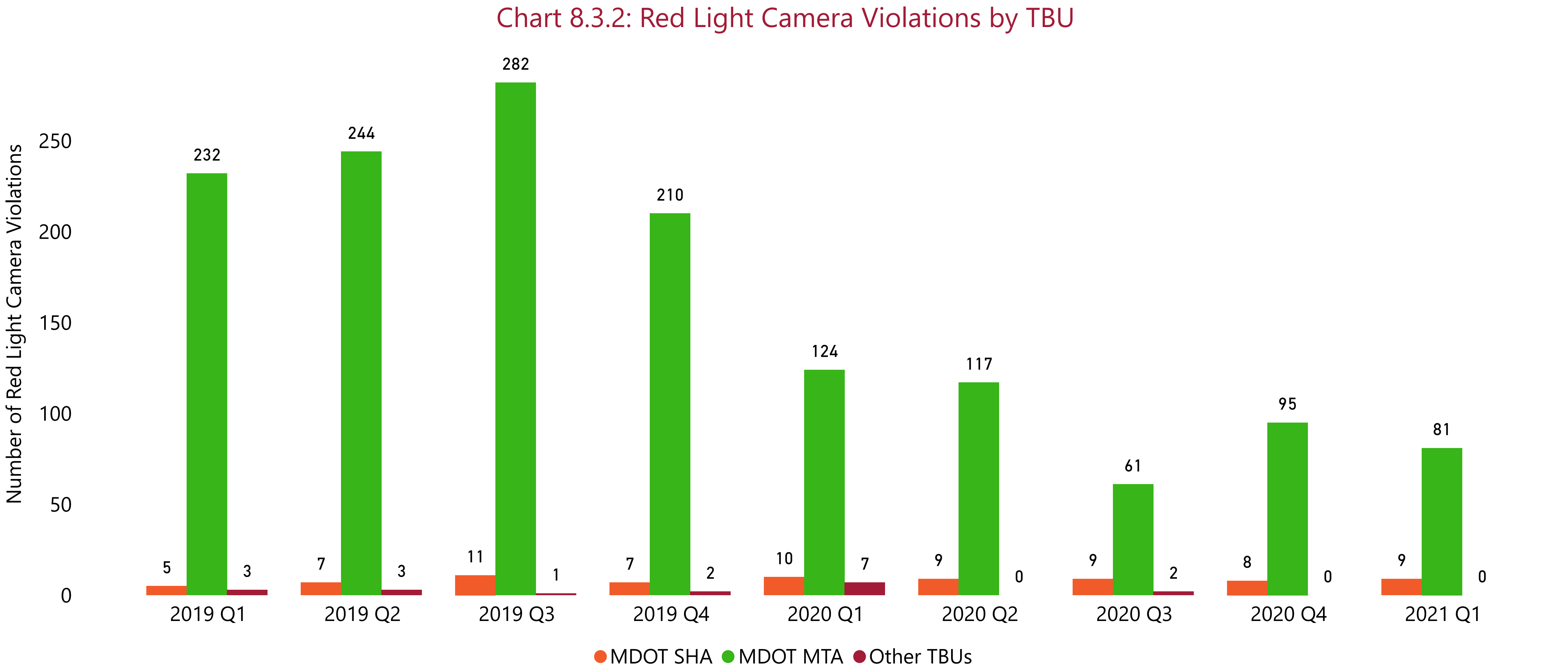
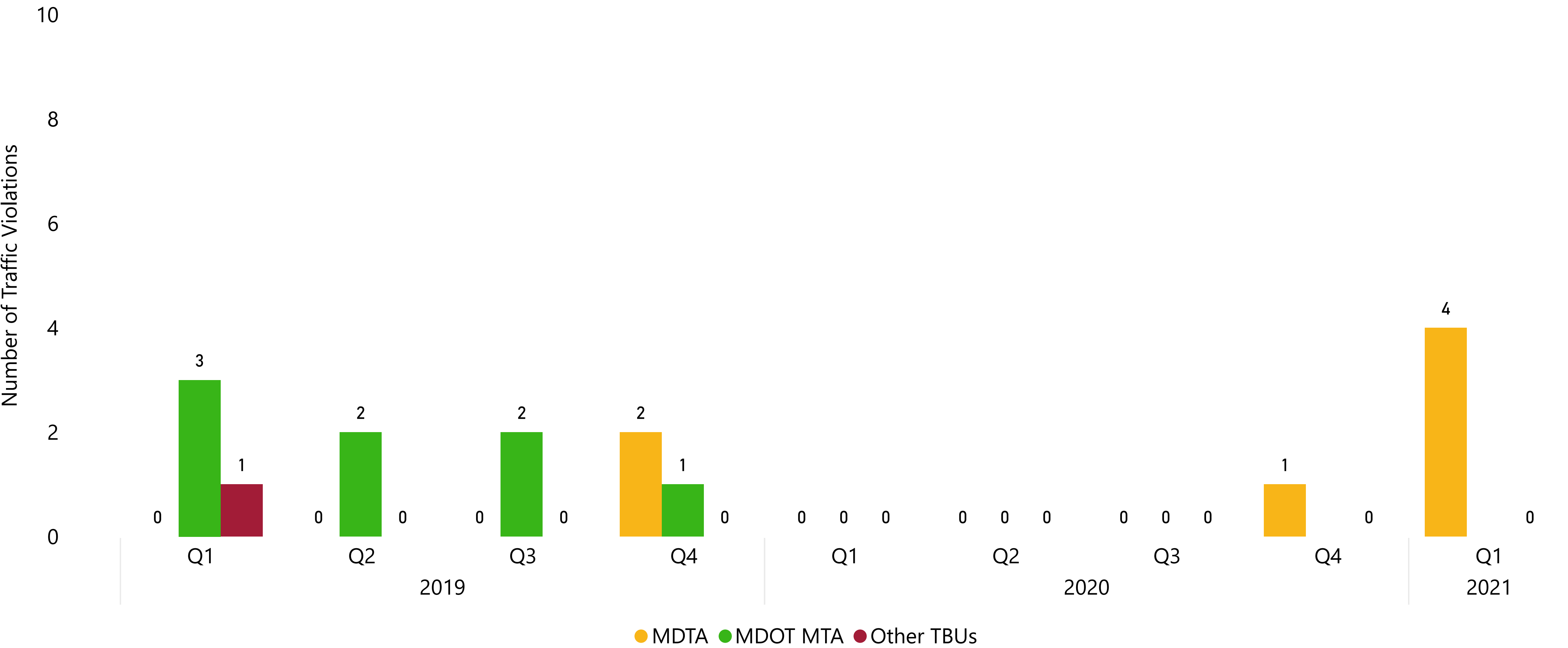


Chart 8.3.3: All Other Traffic Violations by TBU







TANGIBLE RESULT #9

# **BE A GOOD STEWARD OF OUR ENVIRONMENT**

TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.2: Land Pollution Prevention

Chart 9.2D.1: Litter Pickup Weight vs Cost

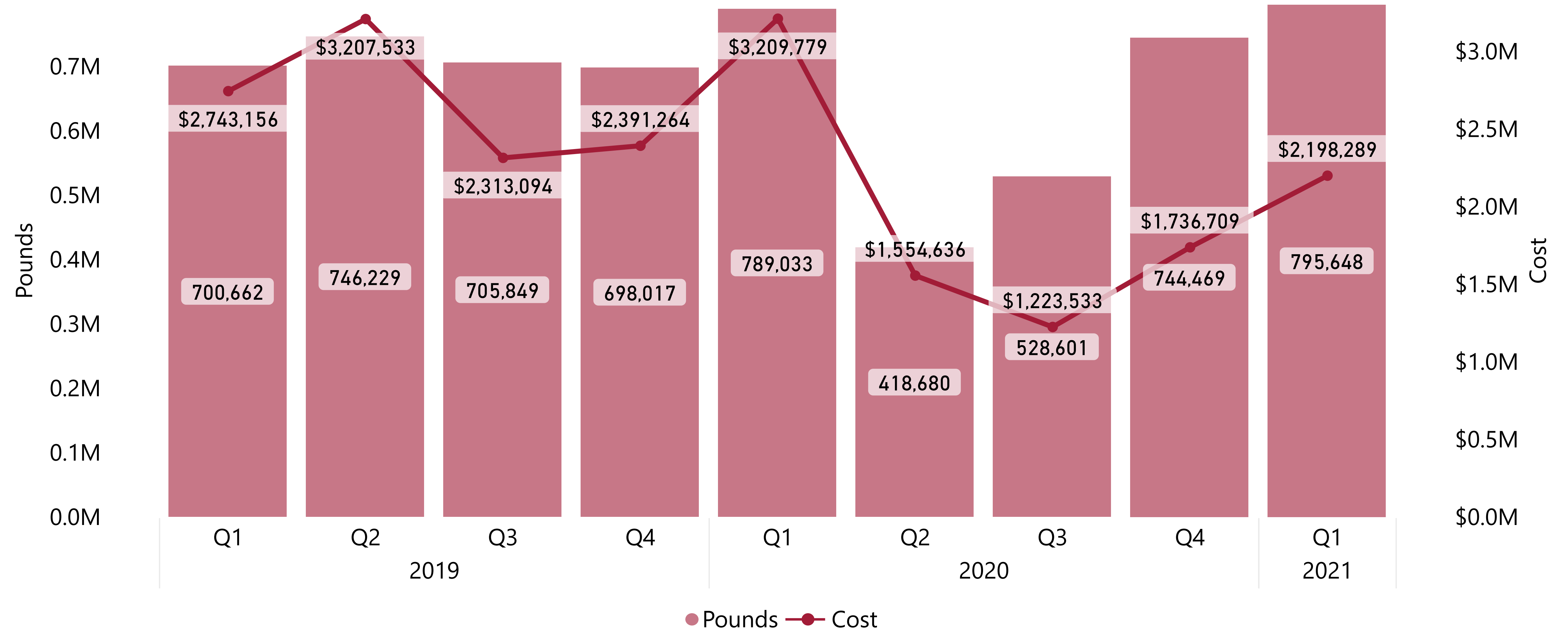


Chart 9.2D.2: Litter Pickup Weight

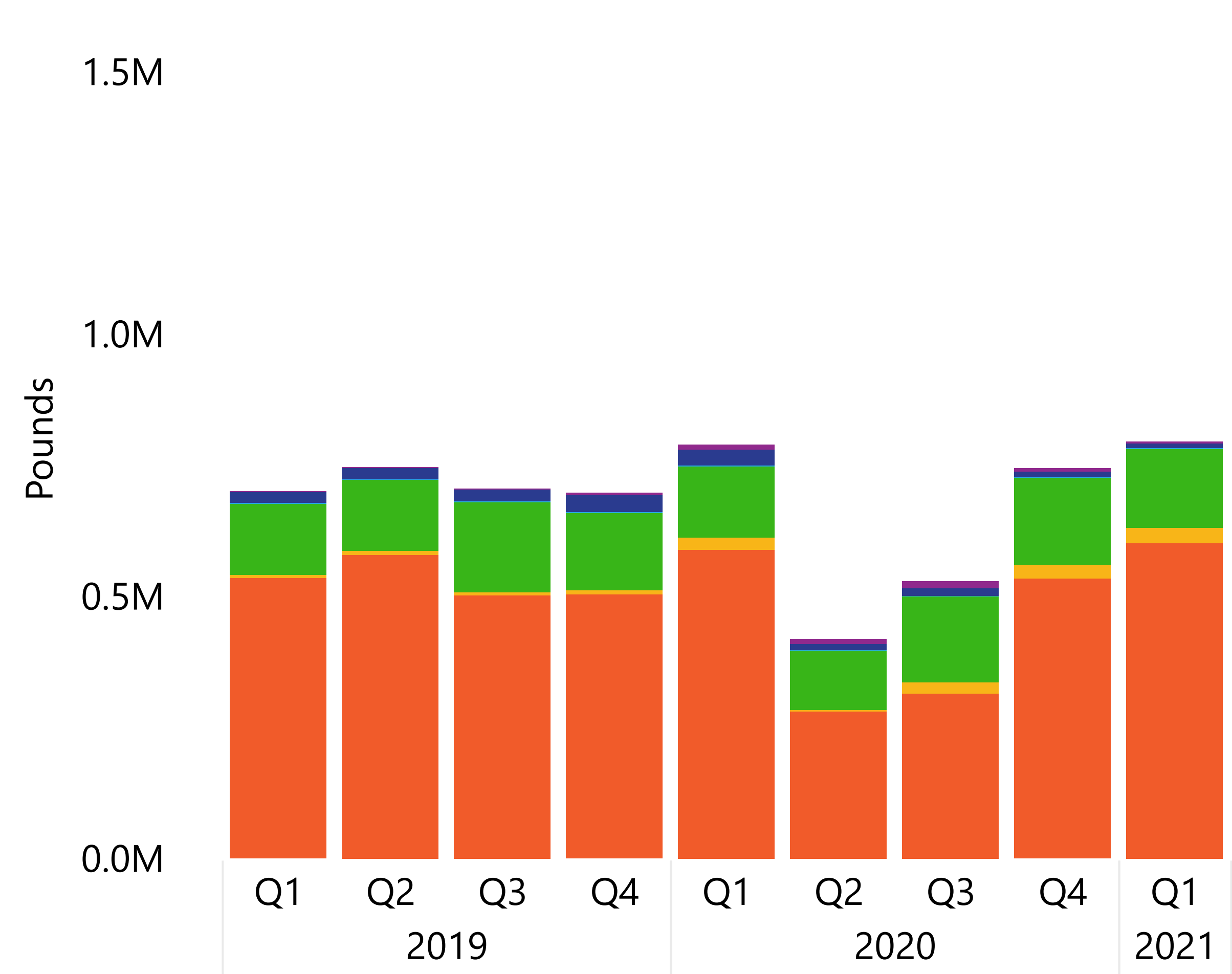


Chart 9.2D.3: Litter Pickup Cost

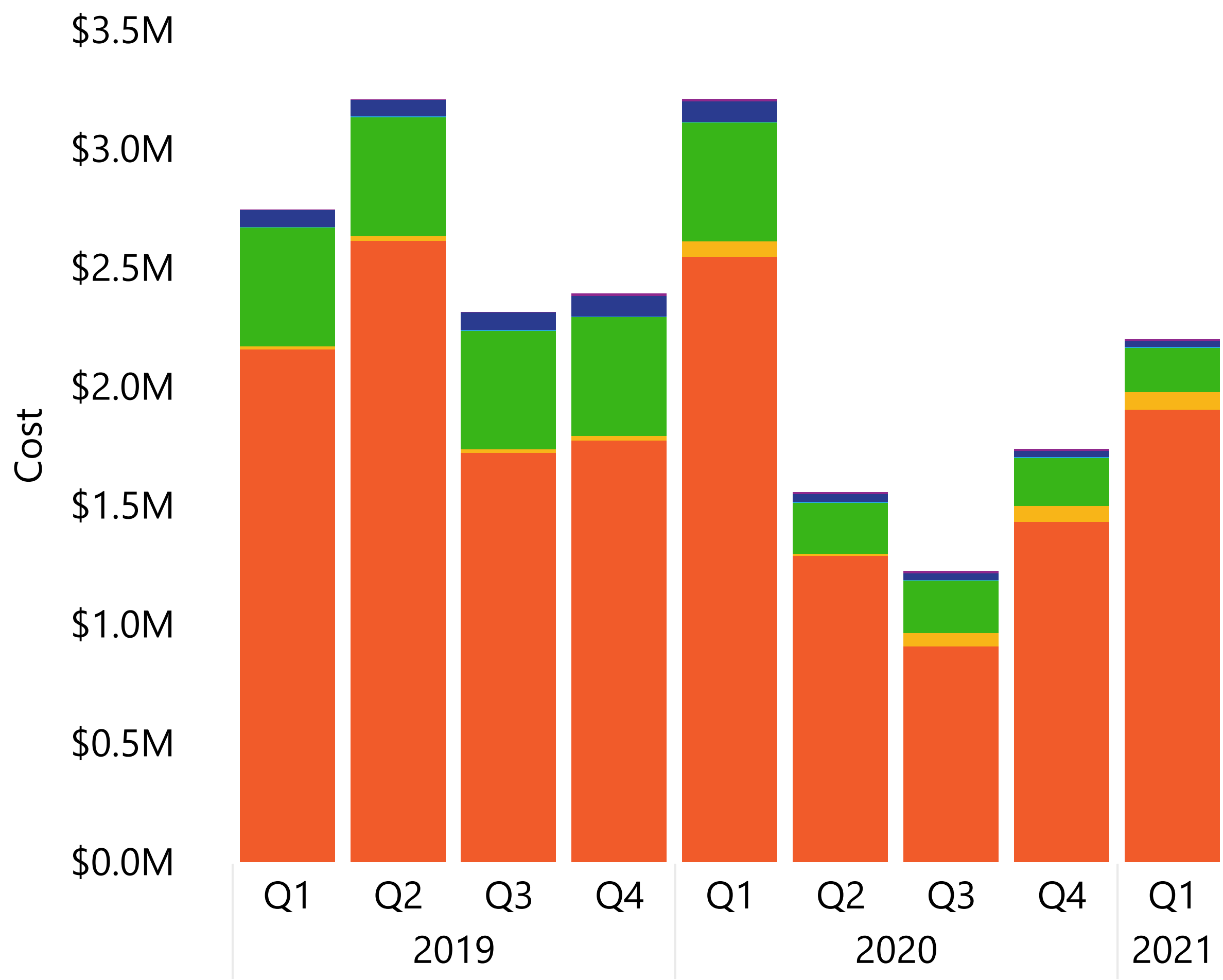


Chart 9.3E.1: MDOT Total Electricity Use & Cost Per Fiscal Year (2021 YTD)

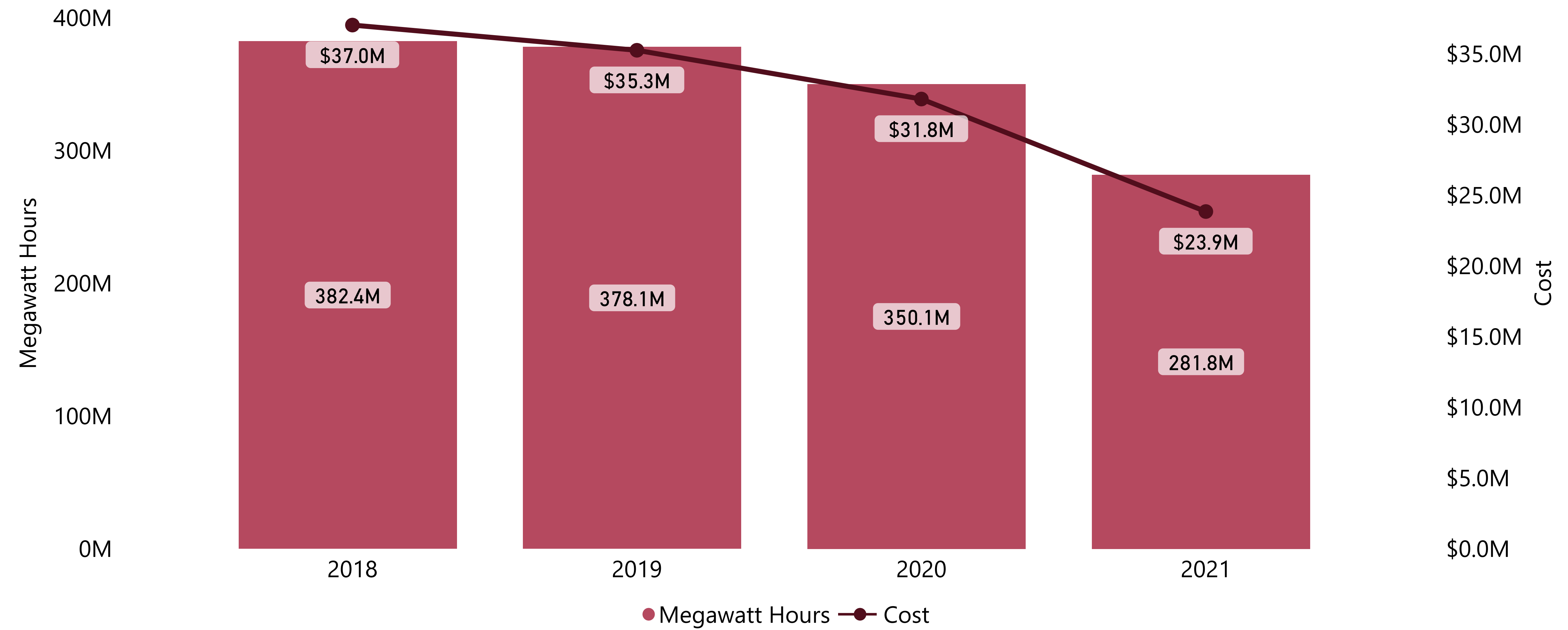


Chart 9.3F.1: MDOT Total CO2e Emissions Per Calendar Year (2021 YTD)

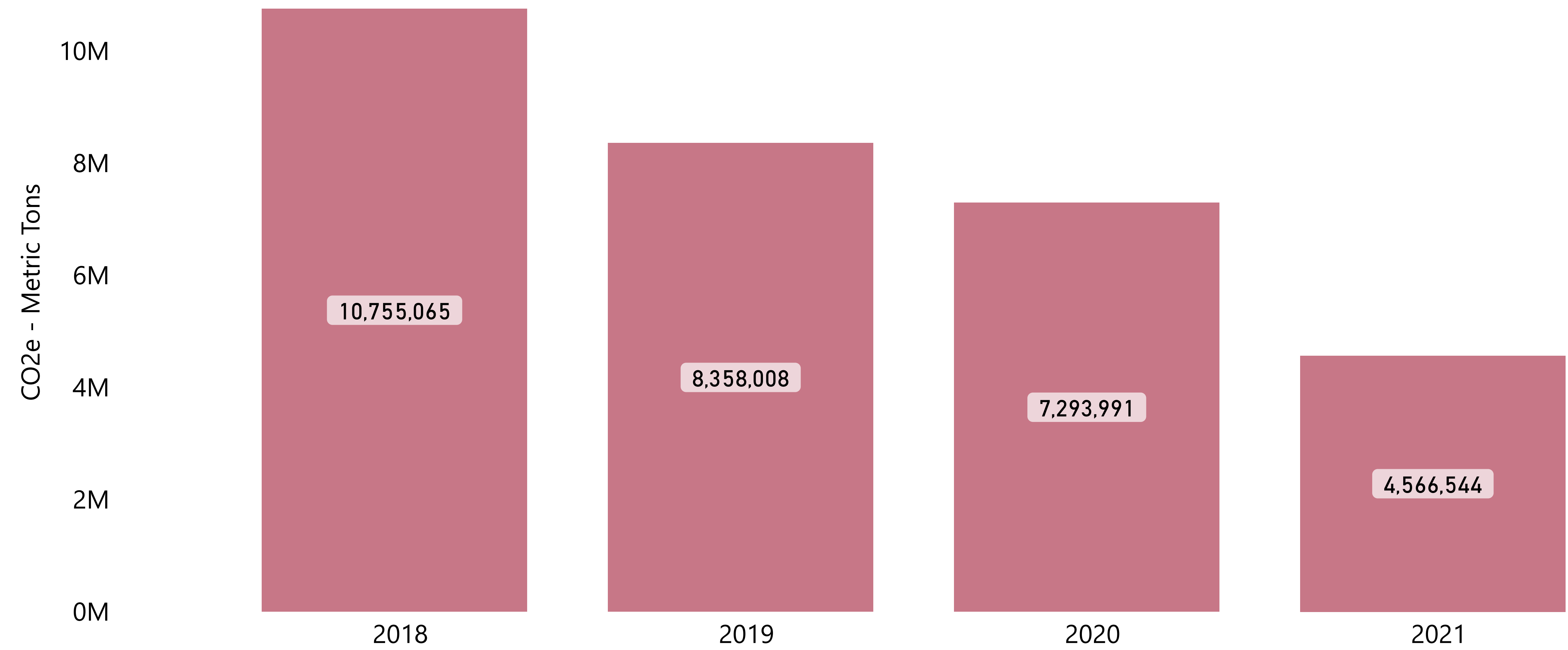


Chart 9.4A.1: Electric Vehicles Registered in Maryland

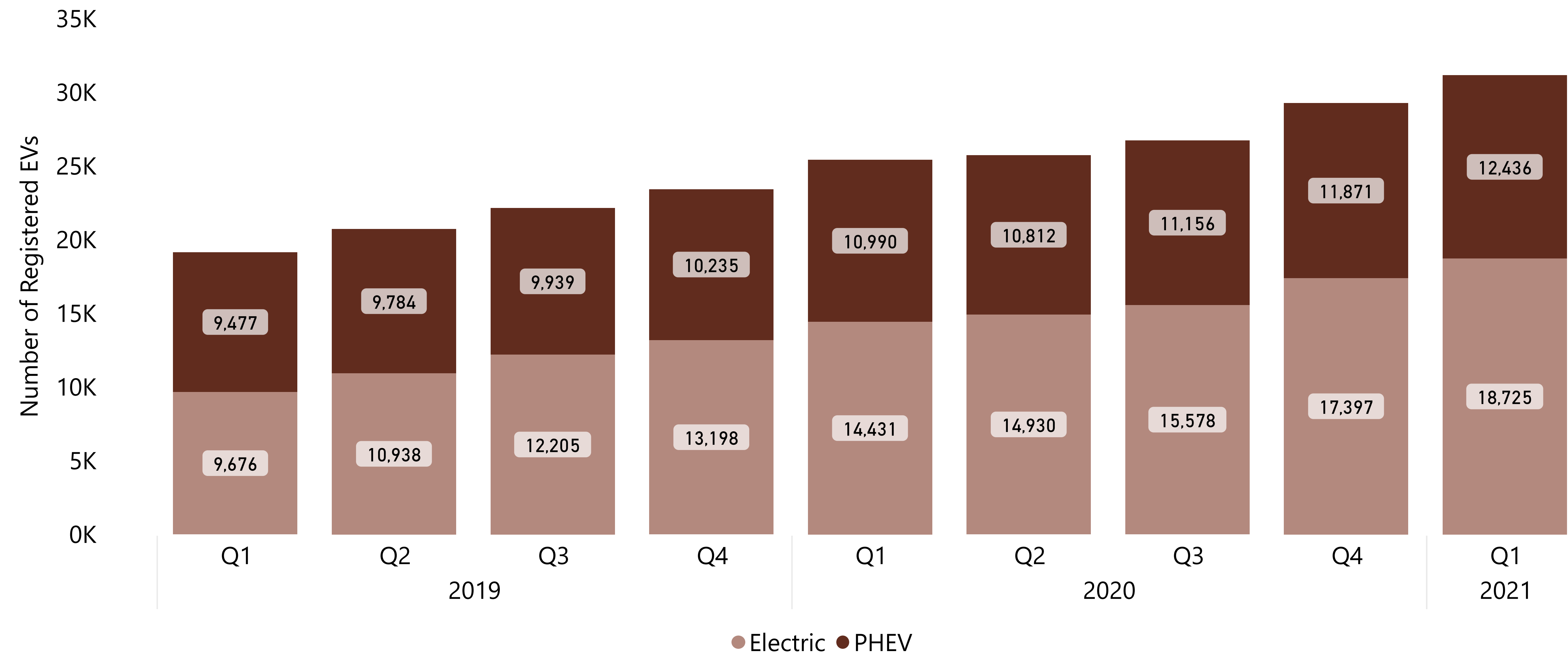
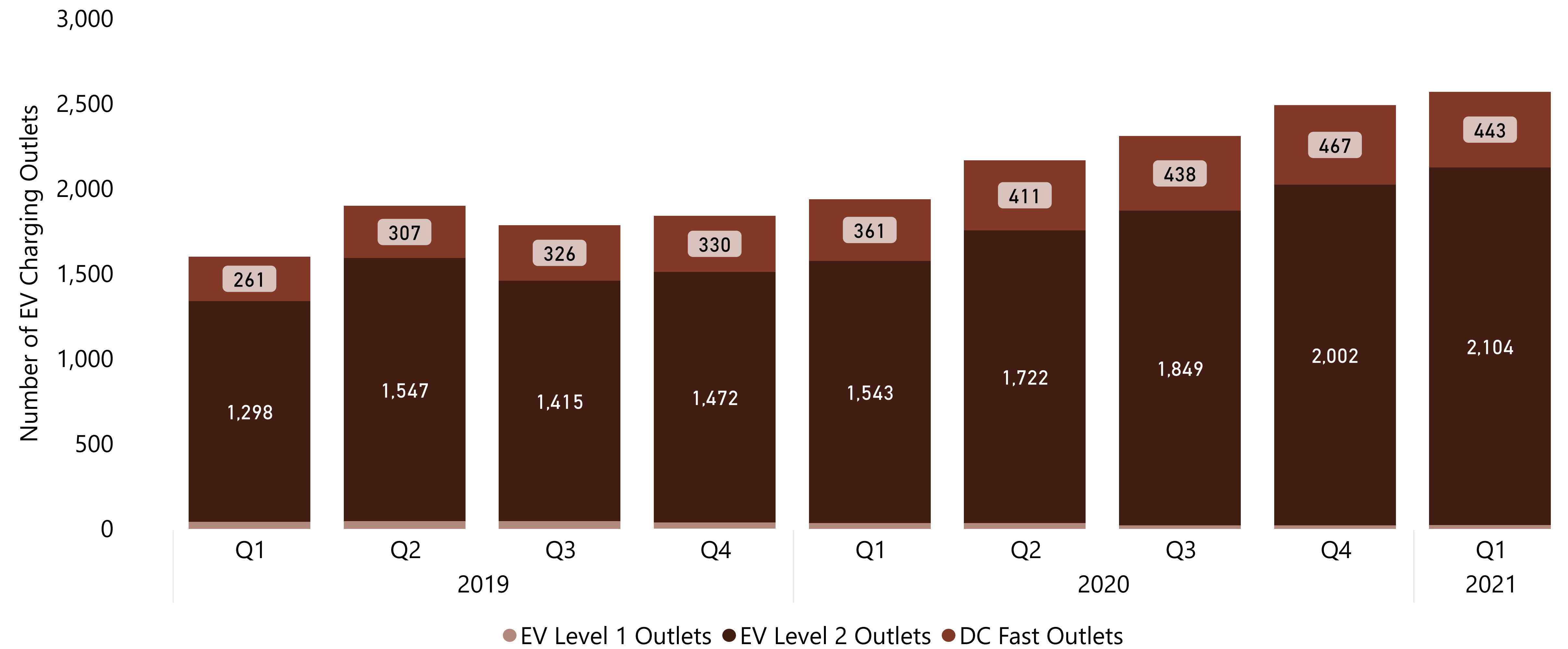




Chart 9.4A.2: Electric Vehicle Charging Outlets





TANGIBLE RESULT #10

# **FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND**

TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

Chart 10.3B MDOT MPA Mid-Atlantic Market Share: Container TEUs

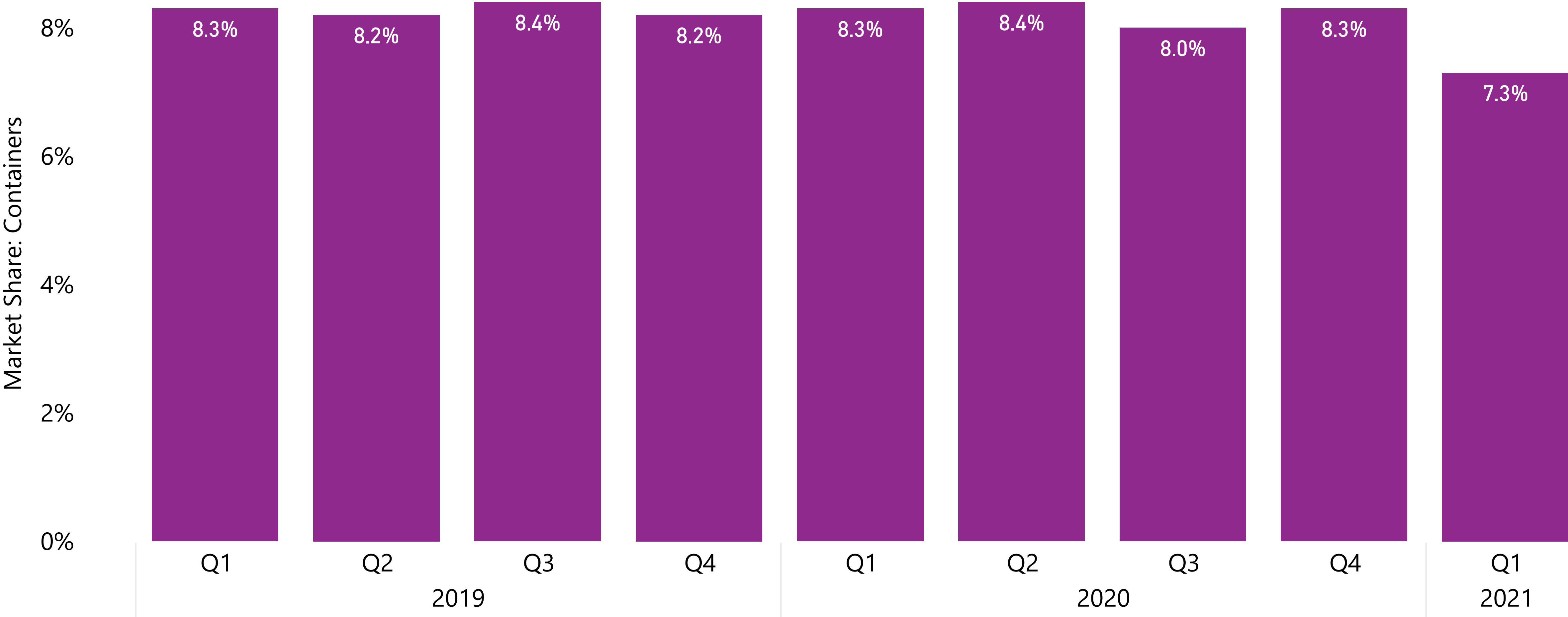
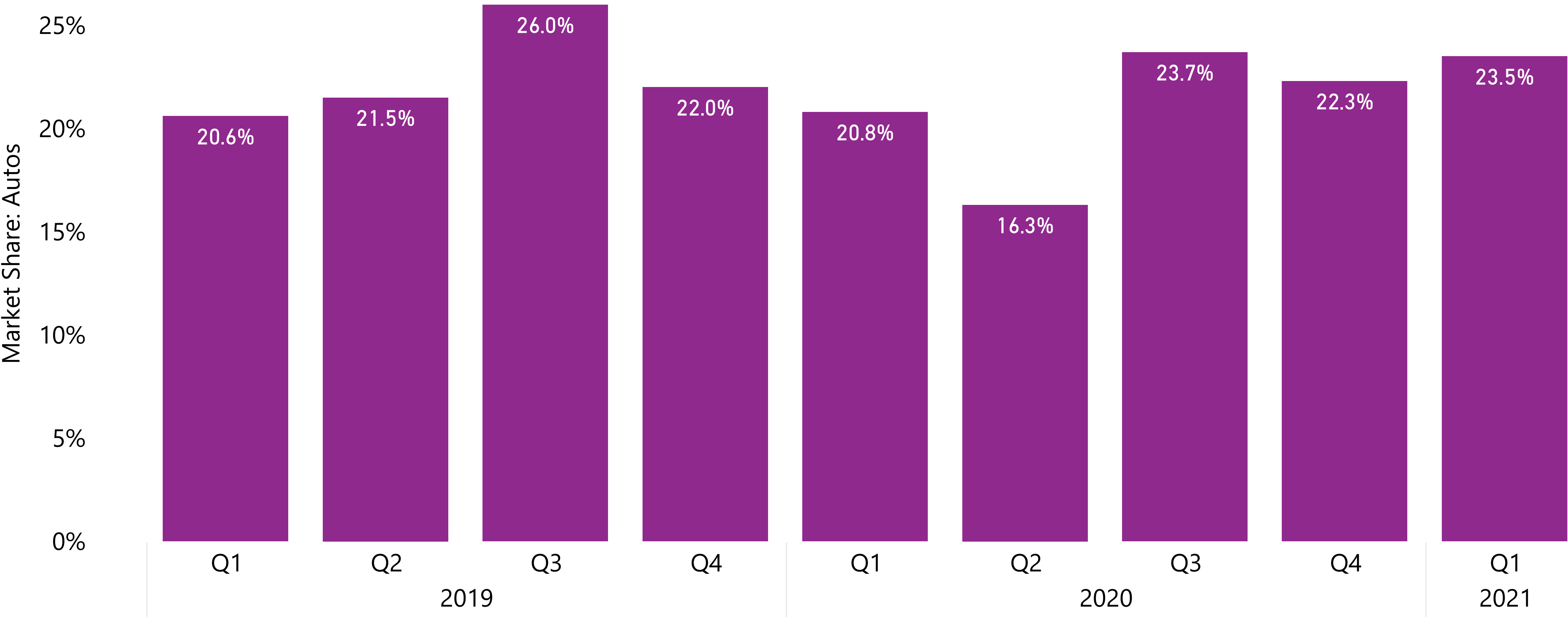


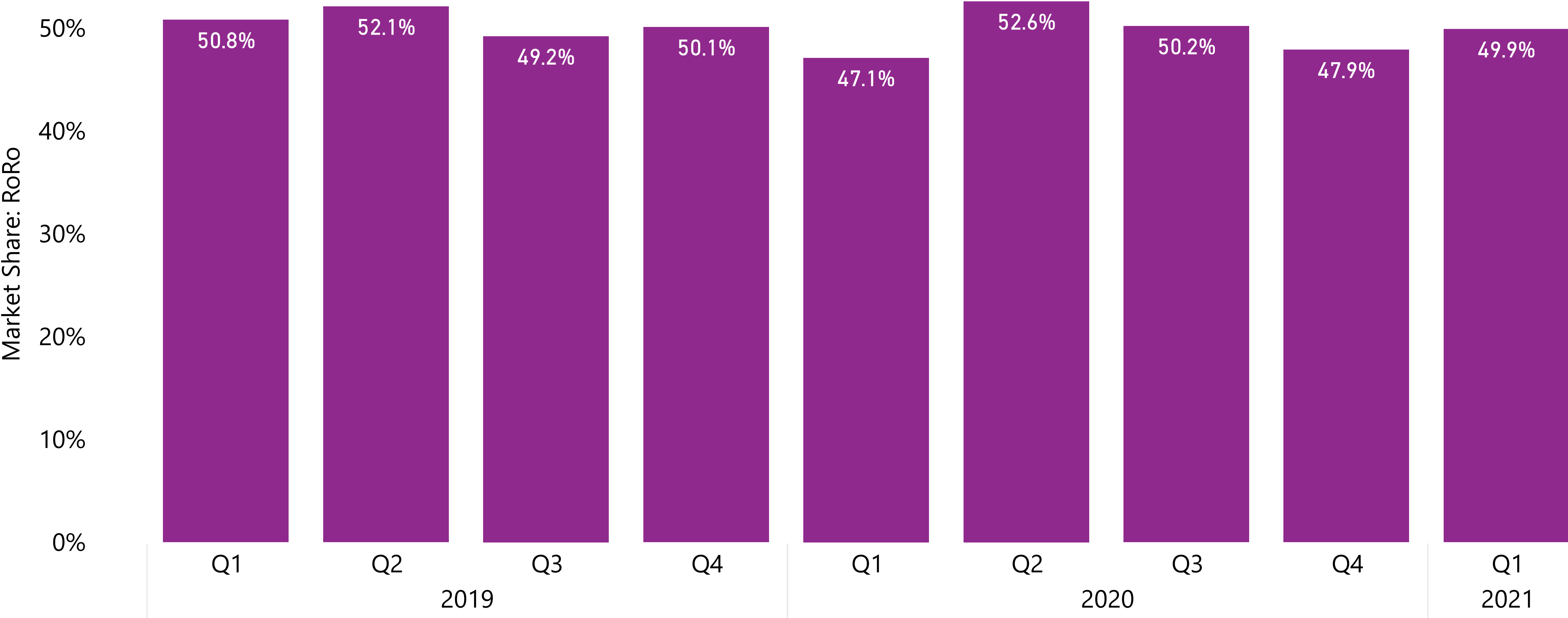
Chart 10.3C MDOT MPA East Coast Market Share: Auto Tons



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

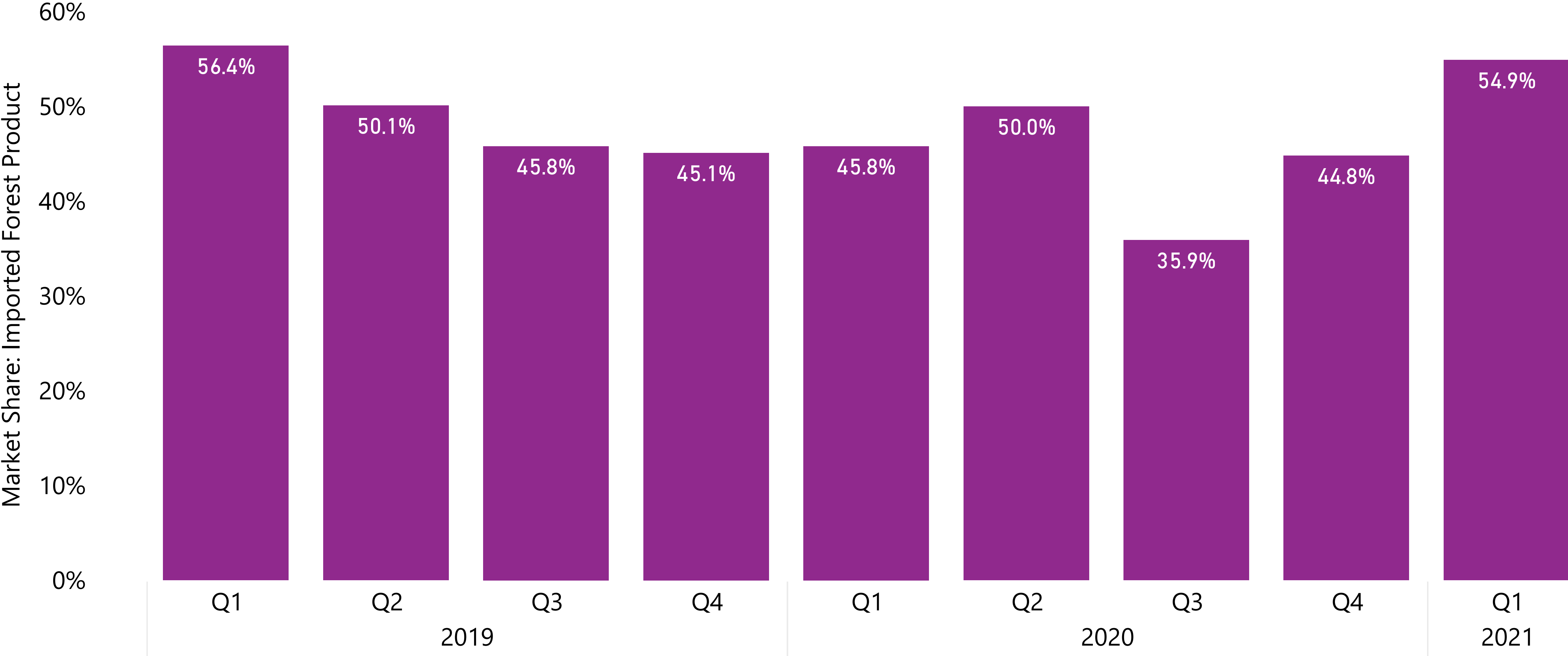
Chart 10.3D MDOT MPA East Coast Market Share: RoRo Tons



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

Chart 10.3E MDOT MPA Mid-Atlantic Market Share: Import Forest Product Tons

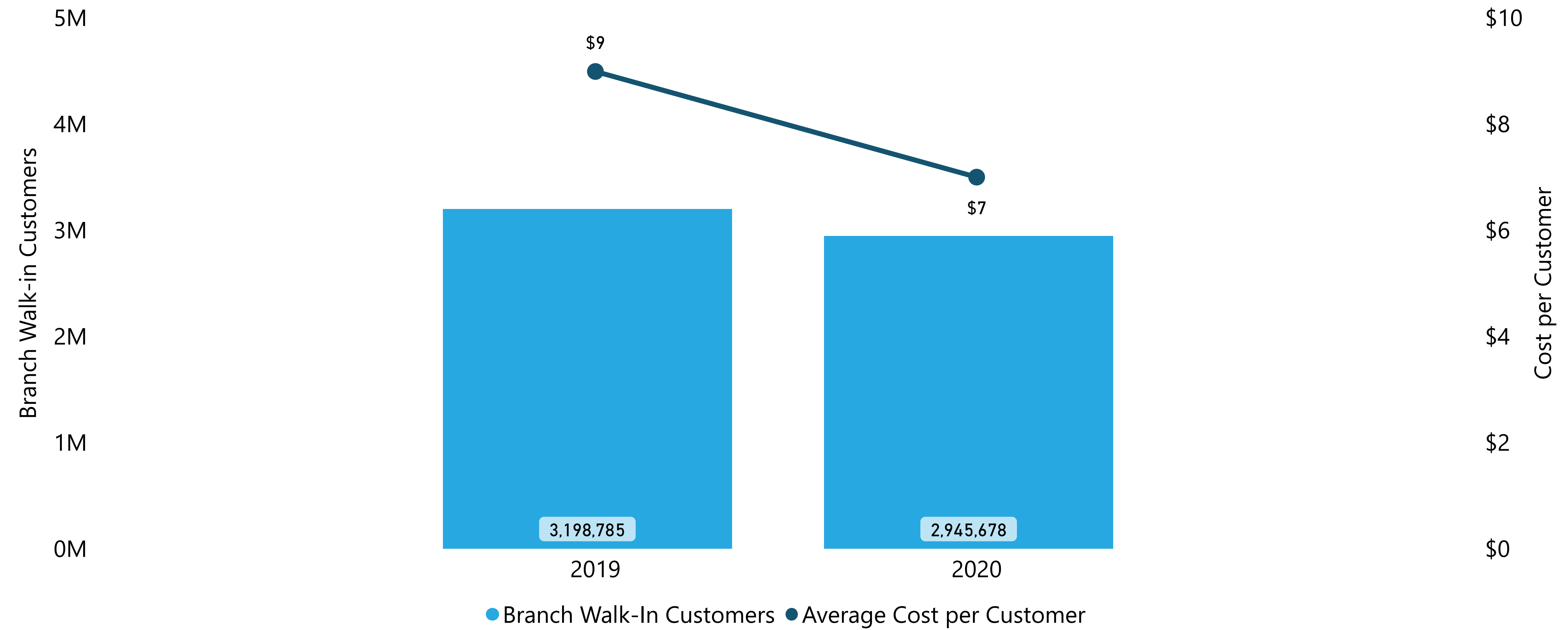




TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.6: Total User Cost Savings

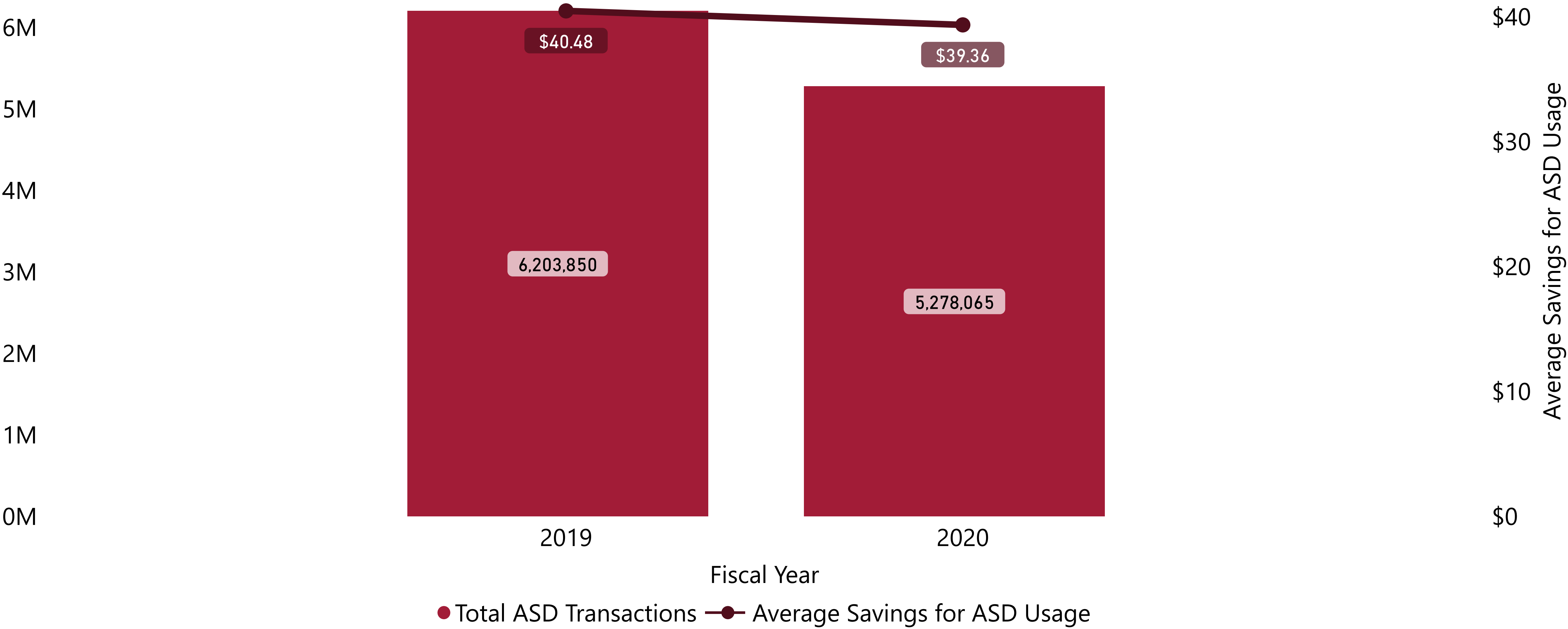
Chart 10.6B.1: Opportunity Cost per Customer Due to Wait Time



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.6: Total User Cost Savings

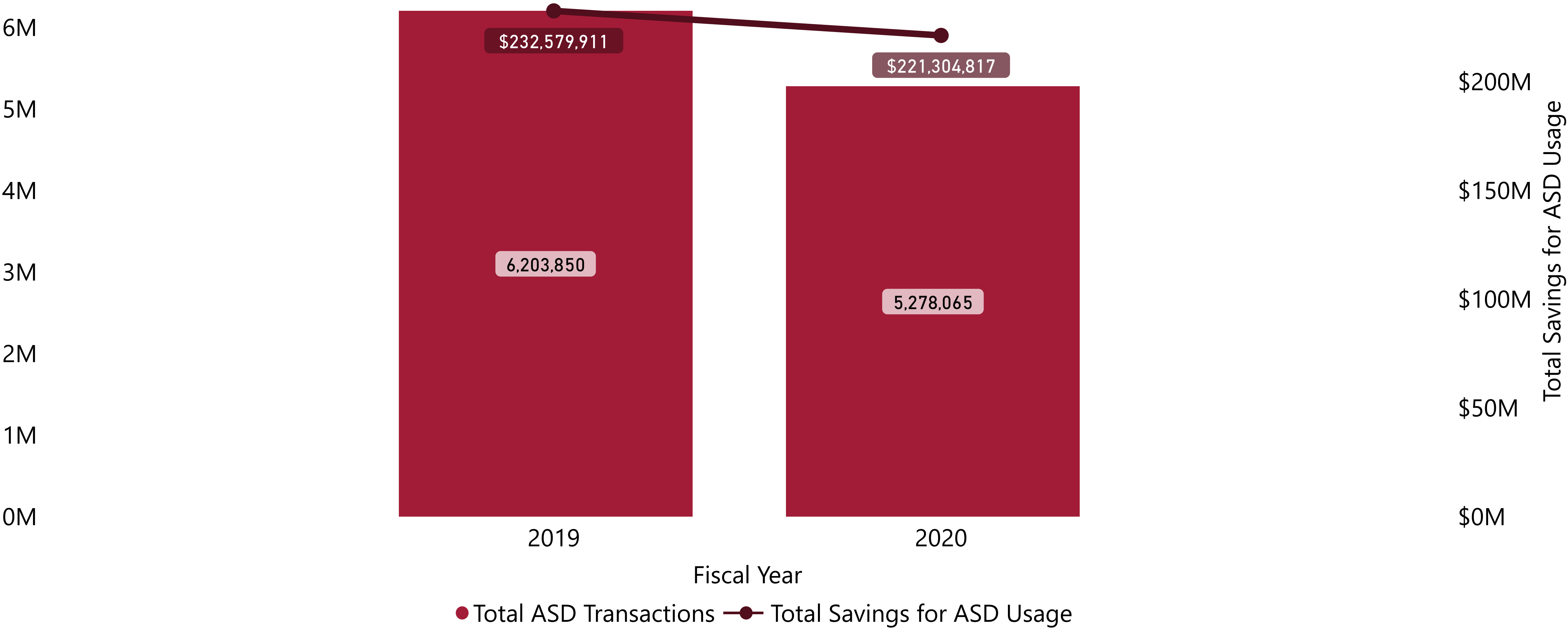
Chart 10.6C.1: Opportunity Cost Savings to Individual Customers for Alternative Service Delivery (ASD) Usage



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.6: Total User Cost Savings for the Traveling Public due to Congestion Management

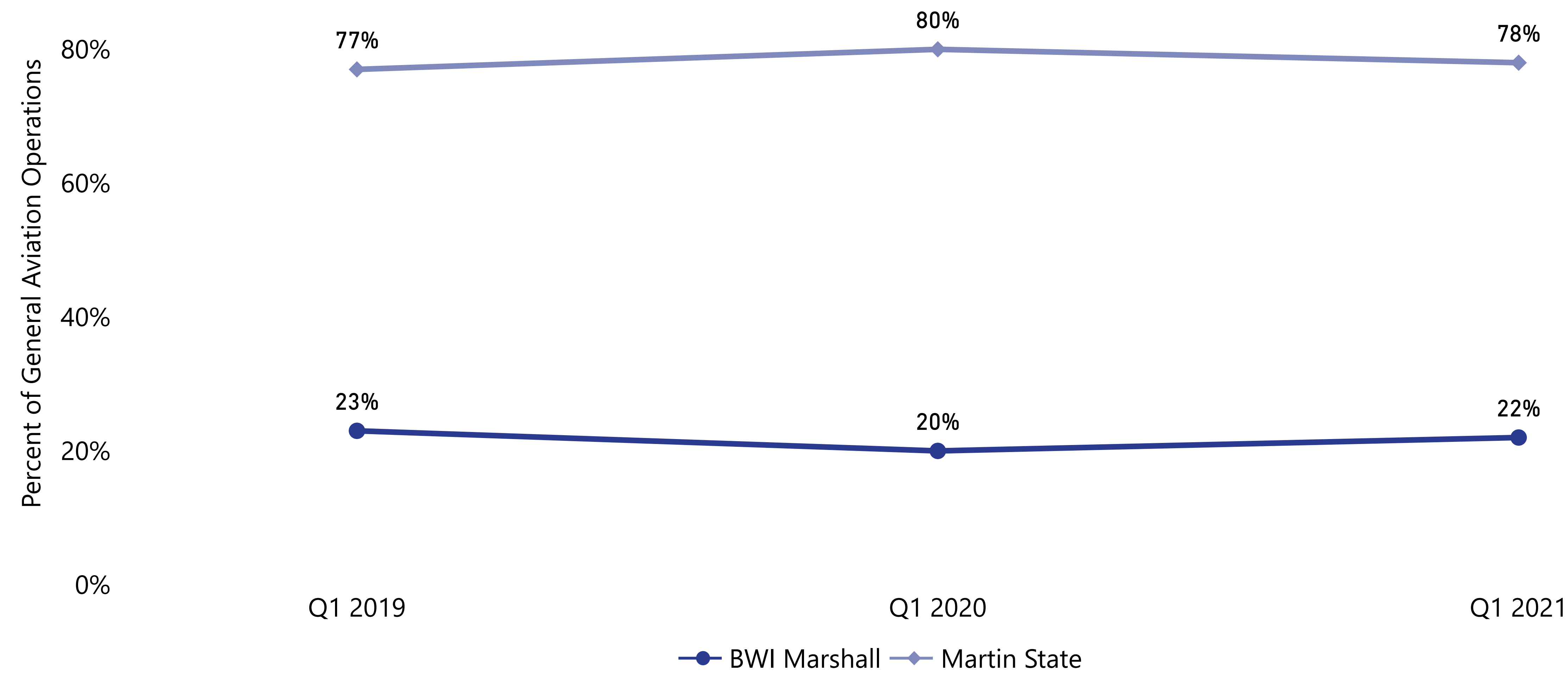
Chart 10.6C.2: Opportunity Cost Savings to Customer for ASD Usage Total



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

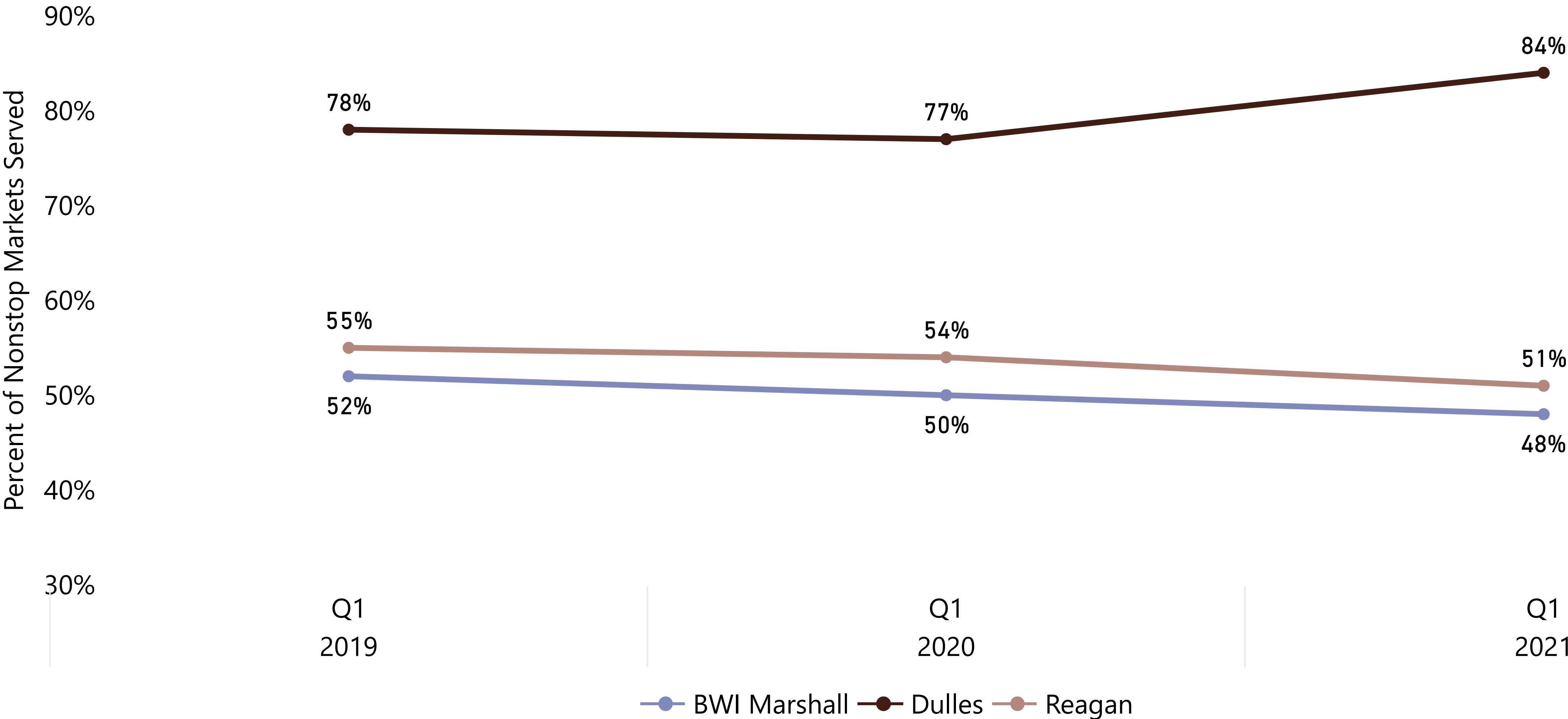
Chart 10.8A.1: Percent of All General Aviation Operations Other than Local Operations



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

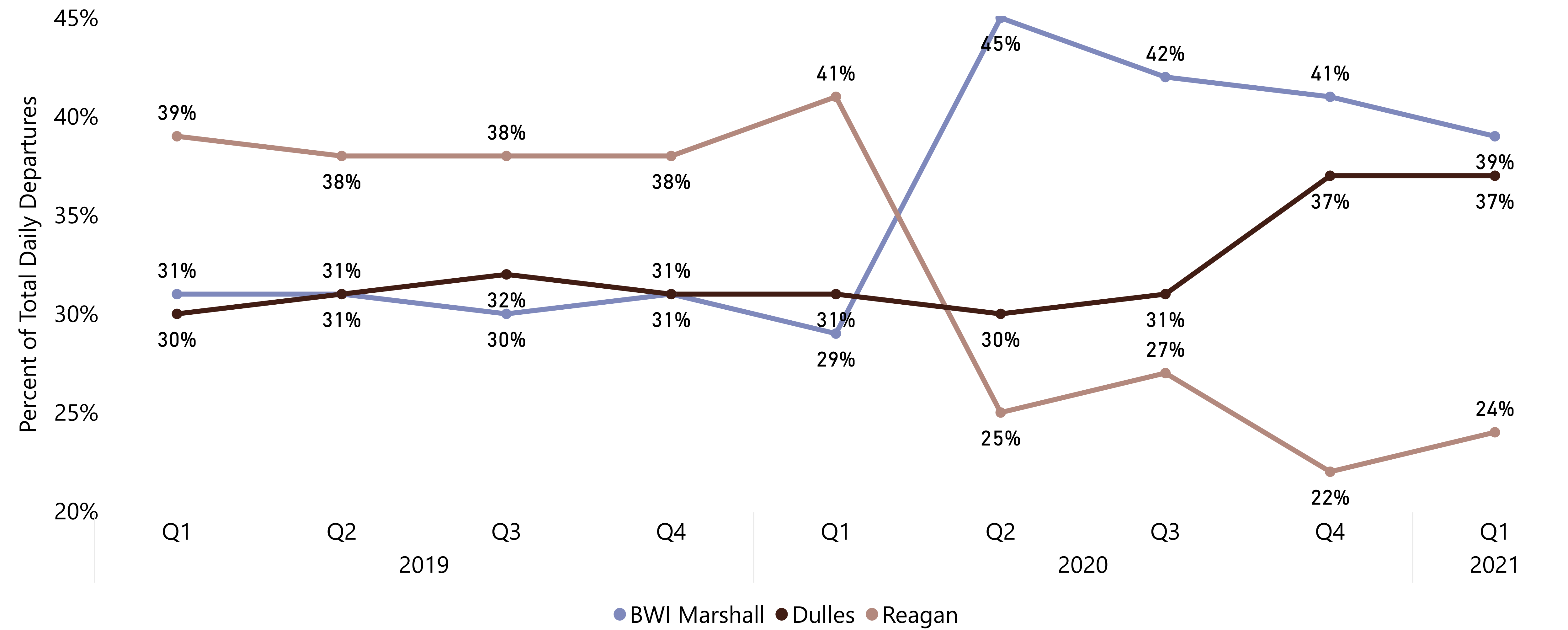
Chart 10.8B.1: Percent of Nonstop Markets Served Relative to Benchmark Airports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

Chart 10.8C.1: Percent of Total Daily Departures at the Region's Airports

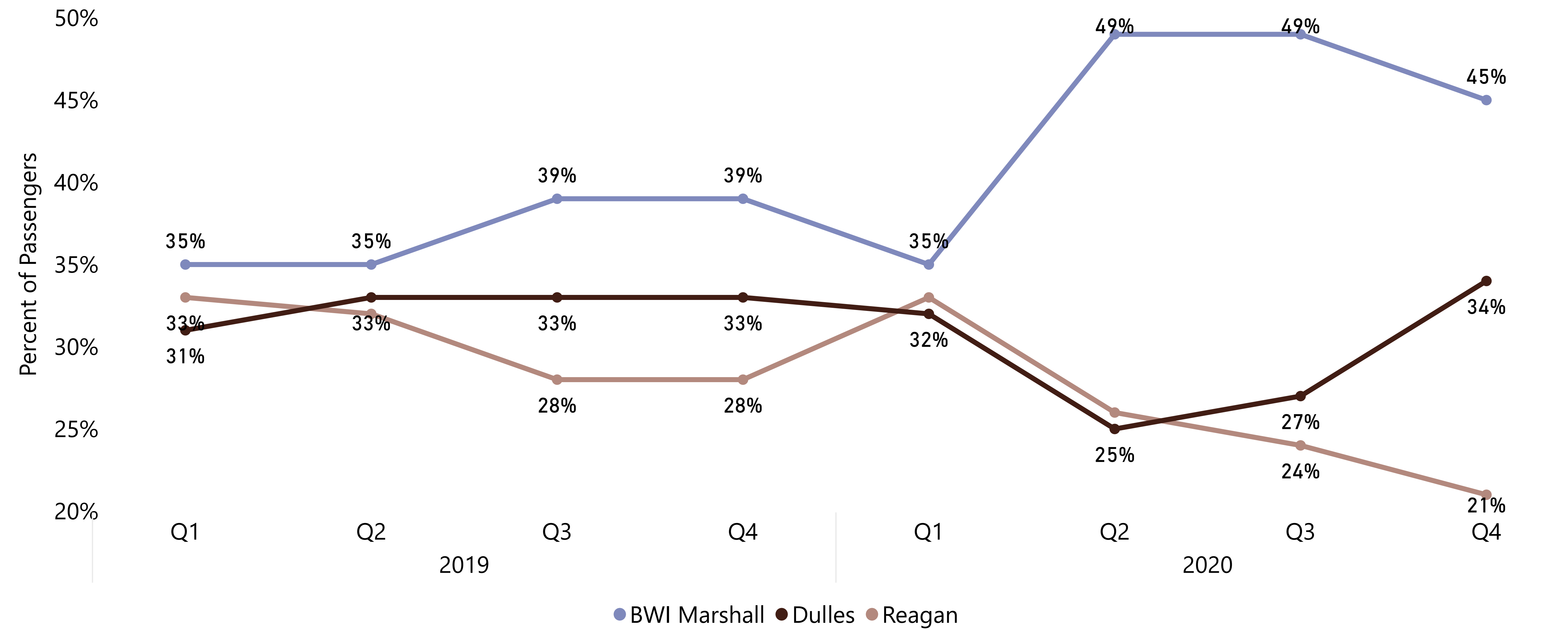




TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

Chart 10.8C.2: Percent of Passengers Using the Region's Airports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.9: Percent of Roadway Access Permits Issued within 21 Days or Less

Chart 10.9.1: Percent of Roadway Access Permits Issued within 21 Days by Quarter

